


Award-Winning Transportation Magazine of the Military Traffic Management Command

TRANSLOG



**2001 MTMC
Training
Symposium
shines ... pgs. 24-31**



May/June 2001

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Earthquake!



Family starts over



Who is the creative mind behind all those great MTMC posters? See pg. 42 for the answer ...

Recognizing world-class industry partners

An interview with MTMC's Commanding General

Q. With the 2001 MTMC Training Symposium complete, what are your thoughts and observations?

A. Each year, the MTMC Training Symposium gets better. This year's in Dallas continued the trend. Generally, a few people will approach me in forums like this and provide suggestions for improvement. Many commented this year that this was the best Symposium ever. I received no negative comments. The hotel, Wyndham Anatole, was absolutely first class. During our opening forum, the entire hotel staff, dressed in their various uniforms, marched down and lined the center aisle of the auditorium ... and clapped to welcome us. I've never seen anything like it. Talk about customer focus. It doesn't get any better than that.

We had a workshop focused on small business that preceded the Symposium. Feedback from it was great. During the Symposium we had 11 breakout sessions, all of which were repeated several times. They were packed right up to the last sessions. I think that was because we oriented them on what attendees wanted. Folks seemed to like the panels. My challenge to the 1,600 attendees at the Symposium was to leave smarter than they came and have fun in the process. I think they did. And so, I am very pleased by this year's Symposium. Our task is to make next year's in Dallas even better.

Q. You were able to talk to all the MTMC Quality Award winners at the symposium. What did you learn from them that would help us in our work?

A. I think we underestimate the impact that our Quality Awards have on industry partners. I wish more MTMC employees could have seen how proud they were to receive our awards. One of the recipients, for example, came all the way from Italy. He brought two employees with him. They didn't have time to stay long. They were returning the next day. Think about that. Three people flew from Italy all the way to Dallas to receive their award. Several CEOs walked across the stage to accept Quality Awards for their companies. You perhaps can imagine how busy CEOs are.

I can tell you that during my visits to industry over the past two years, I have seen our Quality Awards in several showcases, being proudly displayed. I learned in Dallas that one of this year's awards resulted in promotions for those responsible. These awards are big deals. We need to understand that. Perhaps we should remind ourselves periodically that we have many world-class industry partners who are trying very hard to provide us the best service possible. We need to treat each other accordingly. We are only as good as each other. Finally, I would suggest that we look around our organizations and ask ourselves whether we are recognizing fellow workers as we



Major General Kenneth L. Privratsky
Commander
Military Traffic Management Command

should. Everyone likes recognition now and then. A simple pat on the back can really make someone's day.

Q. A motivational speaker at the symposium was Larry Winget, author of “Simple Ways to Success.” How did you feel about his talk?

A. Larry Winget had the whole crowd rolling in the aisles at the Symposium. Not only was he a real riot, but his message was right on the mark: “Shut up, quit whining, and get a life!” When he stuck the plunger on his head, I couldn't stop laughing. I would suggest there are a couple in our ranks who need to buy his t-shirt, the one with the lettering upside down so they can read it themselves!

We are purchasing his videos so subordinate commands can see and hear his message, and we showed the tapes at the MTMC Headquarters Town Hall meeting May 1. The Chief of Staff is adding Winget's book to the Headquarters' reading list. I guess that tells you I liked him a bunch.

Q. You have shown a lot of interest in Deployment Support Teams and their multi-unit breakdown. What is their value to MTMC and its mission?

A. Over the past year we have moved toward task-organized Deployment Support Teams, or DSTs. As I answer this question, we have operations under way in both Australia and Thailand. Deployment support teams in those locations are comprised of members from four to five different battalions, not all from the Pacific Rim. They didn't train together beforehand. They showed up on the ground and prepared to unload ships as a single MTMC team. That means common training standards, teamwork, and leadership.

We're gaining several things from this new approach to the teams. We're becoming more flexible and agile. We will be better able to assemble teams for contingencies while maintaining operations in our areas of responsibility. We are also able to spread training opportunities to units that need them. After such operations, folks return to home stations to share experiences. Soon we'll have lessons learned posted on the Web. This is important because our training opportunities are becoming fewer and fewer for some units.

Regarding training, these teams are forcing us into a common understanding of mission-essential tasks, subtasks, and standards. You can't show up in a foreign country and start singing off different sheets of music, as you know. Therefore, I see them as a major step forward in maintaining readiness. I hope to include our reserve component units on deployment support teams this next year.

Q. Can you give us insight into the progress of the continuing reorganizational changes at MTMC?

A. I think everything is out in the open. There are no secrets. Nor have there been. Supervisors need to keep communicating with subordinates. The briefings and Frequently Asked Questions (and answers) are on the MTMC Web.

We are coordinating with the Department of the Army to get approval to centralize operations at Fort Eustis and complete centralization of supporting functions at Alexandria. We have received very favorable comments from the Army already. Once approved, we will start transitioning as soon as possible.

Groups and battalions are moving to standardized unit structures this year. We're making huge progress. We will continue to work hard to take care of impacted people. Our track record in that regard is excellent. I wish folks would take the time to witness the results. That would lessen anxiety for some. 🙏

Greater efficiency sought

MTMC moving toward **single** headquarters structure

The Military Traffic Management Command will be making a fundamental change in its organizational structure to improve efficiency.

Instead of two headquarters in Virginia— at Alexandria and Fort Eustis—the command is moving toward a single organization, said Maj. Gen. Kenneth L. Privratsky, MTMC Commander.

“We need to push the staffs together,” said Privratsky. “We can no longer work that way.”

That was the message in a speech given by Privratsky at the March 15 luncheon gathering of the National Defense Transportation Association, Washington Chapter.

The March 15th speech is the first official public reference by MTMC to reorganizing efforts that are currently under way at the two headquarters.

MTMC has its headquarters in Alexandria, while its subordinate Deployment Support Command, which exercises command and control over ports in the continental United States, Alaska and Puerto Rico, is located at Fort Eustis.

Shared responsibilities of the two headquarters—located a few hours’ driving time apart—often causes confusion for both customers and employees.

In the new organization that is forming, there will be a single headquarters exercising control over the organization’s 24 water ports and 2,200 employees, said Privratsky.

This approach will increase efficiency and eliminate as many as 200 positions—mostly from the Alexandria headquarters (see sidebar, next page).

The command’s operations center will be centralized at Fort Eustis. The workload of all other headquarter staff will be centralized in Alexandria.

“MTMC will not be two commands,” said Privratsky. “MTMC will be one command with its operations center at Fort Eustis.”



MTMC Headquarters, located on the top five floors at the Hoffman II Building, in Alexandria, Va. (above), will lose its operations center, but will centralize all other functional staff. The Deployment Support Command, at Fort Eustis (left), will transition to MTMC’s operations center.

The majority of the 200 positions that are estimated to be eliminated are at the Alexandria headquarters, he said.

“I want you to have great respect for the people who are going through what they are going through,” said Privratsky to the gathering of government and commercial transporters.

Changes will be phased in gradually, with full implementation expected by the middle of 2003.

The Deployment Support Command was formed Oct. 2, 1998, at Fort Eustis. DSC centralized some of the functions that had been performed at the Military Ocean



Maj. Gen. Kenneth L. Privratsky talks with Jim Henry (far left), of the Transportation Institute, and Phil Campbell, of American Management Systems.

Terminal Bayonne and the Oakland Army Terminal, the sites of MTMC Eastern Area and MTMC Western Area, respectively. Both ports were closed in September 1999 as a result of the 1995 Base Realignment and Closure Commission.

A second area of major reinvention will be in MTMC's automation systems, said Privratsky.

"I've got great people working on systems that don't talk to each other," said Privratsky.

The Logistics Management Institute, of McLean, Va., is currently reviewing commercial off-the-shelf software for MTMC to determine if some may be substituted for existing systems.

Six major MTMC automation systems are under review. They include the Integrated Booking System, Global Freight Management, Worldwide Port System, Transportation Operational Personal Property Standard System, Asset Management System, and Group Operational Passenger System.

In the 18 months he has been in command, Privratsky pointed to a number of major accomplishments. They include:


- Achieving 5 percent cost savings in fiscal year 2000 and 2.5 percent cost savings projected for the current fiscal year.
- Accomplishing the command's mission with 300 fewer positions than authorized.
- Cutting 10 days off the average time required to ship repair parts and supplies to Europe. The current standard of 40 days will be cut to 30 days within one year, he predicted.

- Standardizing structures for MTMC's battalions and groups worldwide.

"I have never, ever in my life worked in an organization that has taken on so much," said Privratsky.

Many of the organizational changes were suggested by civilian and military members of the National Defense Transportation Association, he said.

"Eighteen months ago, you told me that processes need to change. You complained about costs," said Privratsky.

"You told me the bureaucracy needs to change." 

Reorganization may cut 200 MTMC HQ positions

An estimated 200 positions in the Military Traffic Management Command Headquarters may be eliminated as a result of ongoing reorganizational efforts.

Potential employee reductions at MTMC Headquarters, Alexandria, Va., are expected to be concentrated in Operations and Information Management. However, based on seniority and military preference, some job losses will occur in other parts of the headquarters.

No job loss would occur prior to June 2003.

Originally, an operations-only reorganization was estimated to affect about 100 positions by MTMC's consultant, Logistics Management Institute, McLean, Va.

"That was a preliminary number," said Lt. Col. Ron Heiter, Reorganization Coordinator.

"As we have worked the reorganization in detail—maintaining two locations by forming a single headquarters—we found this would allow us to be more efficient than originally envisioned," said Heiter.

The biggest economy comes from eliminating duplicate efforts, he said. Other economies may be achieved through commercial solutions. New initiatives that may create economies include direct customer booking and expanded use of Global Freight Management.


Other reductions in staffing may take place in Information Management, as well as other, smaller offices.

"They will all be reorganized on a functional basis," said Heiter. "They will be more efficient and responsive to our warfighter customers."

Many of the efficiencies being considered were suggested by MTMC employees.

"We are moving toward a Most Efficient Organization model," said Heiter. "It gets us out in front of the concurrent Army Transformation initiative."

Actual impacts to employees are expected to be far fewer than 200 since many of the positions are currently not filled.

MTMC will make every effort to place affected individuals in positions for which they qualify. Additional transitional benefits will be available to these employees as well. 

Foot-and-mouth disease: Food distribution restored to U.S. military forces

By Bram de Jong
Public Affairs Officer
598th Transportation Group

Delivery of food to U.S. military forces in Europe is running smoothly, but those of us in Rotterdam, The Netherlands, experienced many anxious moments during a week-long delay in the distribution of containers of food products in late March.

Our success in resolving the issue is due to the cooperative efforts of our many European partners.

Problems for the 598th Transportation Group and the 838th Transportation Battalion began March 21, when *Sealand Performance* arrived in Rotterdam—the same day several cases of foot-and-mouth disease were discovered in The Netherlands.

Fifty-two out of 60 of the 40-foot containers on the *Sealand* contained meat and dairy products.

The food containers were immediately put into embargo status for 72 hours by Dutch customs. Meanwhile, Germany closed its borders to certain food imports as a precaution.

We were halted on two counts.

Eight containers, with such food products as juices, onion rings, and candy, were released. These containers were dispatched by truck to Army-Air Force Exchange Service and Defense Commissary Agency facilities in Kaiserslautern, Giessen, Grundtstadt

and Edingen/Neckarhausen in Germany, said John Slee, Chief of Documentation for the 838th Transportation Battalion.

However, we followed the embargo on the 52 containers with frozen or refrigerated food with interest.

The Dutch embargo ended 72 hours later, on March 24, but restrictions on

Force Exchange System; Defense Commissary Agency; Troop Issue Subsistence Activity; and Defense Supply Center Philadelphia, Europe Region.

“Thanks to smooth coordination with our Maersk Sealand ocean carrier contractor, we were able to keep the delay of food to a minimum,” said Col. John Brown, Commander, of the 598th Transportation Group.

Brown promised fast action on any future embargoes.

“If U.S. Department of Defense cargo is involved, we will react immediately to seek ways of fast delivery,” said Brown.

MTMC, freight shipper for the Department of Defense, is the prime shipping agent of perishable and non-perishable goods to military commissaries and post exchanges throughout Europe. The

hub for those movements is Rotterdam.

The Military Traffic Management Command is also affected in its shipments of privately owned vehicles of service members. Dirt is a prime source of the spread of foot-and-mouth disease.

MTMC’s prime contractor on the Global POV Contract, American Auto



Martin Rozendaal (left), Shipment Specialist, and John Slee, Chief of Documentation, worked the embargoed container issue until successful. Photo by Martin Weteling

the movement of food to Germany remained.

Finally, the German restrictions were dropped on the morning of March 27, when all embargoed food containers at the port of Rotterdam were released for delivery to Germany, said Wout Schalk, Manager of U.S. Government Cargo, Maersk Sealand.

The 40-foot containers were dispatched by truck March 28 to such MTMC customers as the Army-Air

See Food distribution, pg. 49

Third-party logistics: MTMC begins pilot program in three Southeastern states

A Houston company will operate a third-party logistics pilot to move military freight.

Eagle Global Logistics, of Houston, has been awarded a \$33 million contract by MTMC to handle selected military freight in three Southeastern states.

"This is a new day for Department of Defense Transportation," said MTMC's Frank Galluzzo, co-director of the pilot program.

Within 90 days, Eagle Global Logistics will begin managing most military freight shipments outbound from military installations in Alabama, Florida and Georgia.

The contract period runs from July 1

through June 30, 2002, with two one-year renewable terms.

Currently, the Department of Defense moves its freight on a global basis via transportation offices at different installations.

MTMC's request for a proposal drew interest from 111 firms. Twelve firms made contract bids.

"The award was made on a best-value basis, by considering price and trade-off of quality of services," said Galluzzo.

"It was extremely competitive. All the companies that bid were world-class. These were good, solid bids."

The pilot is an innovative approach to military freight shipments, said Marian

Unterman of the Defense Logistics Agency. Unterman is another co-director of the pilot program.

"This is a unique opportunity to get everyone participating in a worthwhile cause," said Unterman.

Eagle has 400 offices worldwide, including 90 in the United States.

"Eagle is very enthusiastic about winning this award and working with the Department of Defense on this prototype," said Mike Reusche, of the firm's Washington office.

"We see it as a significant change in the way the Department of Defense does business, and welcome that change."

Eagle is a full-service logistics provider, said Reusche.

"We started as an air freight company, and over the years have branched into surface freight. We provide a full spectrum of logistics functions worldwide."

The company specializes in in-transit visibility for its customers, said Reusche.

"We are non-asset based," said Reusche, "but operate border to border and coast to coast, in both surface and air networks, to serve our customers."

Last year the firm had \$1.7 billion in revenue.

The Defense Logistics Agency is one of the pilot's biggest customers, with an estimated 60 percent of the freight to be moved. The agency has four depots in the test region: Albany, Ga.; Jacksonville, Fla.; Warner Robins Air Force Base, Ga.; and Anniston, Ala.

The test region includes 28



Marian Unterman, of the Defense Logistics Agency, and MTMC's Frank Galluzzo discuss new third-party logistics pilot.

See 3PL, pg. 48

Quiet revolution at work for MTMC maritime shipments

For the first time, the Military Traffic Management Command is allowing a customer to book a shipment directly through an ocean carrier Web page.

As a consequence, the time required to book shipments has been slashed.

The first test of the direct booking began March 1.

"Fantastic—terrific," said Tom Hicks, project director.

"This is all about speed and accuracy," said Hicks. "We are simplifying processes and speeding along the entire Defense Transportation System."

The key players are CSX Lines and the MTMC Customer Defense Supply Center in Philadelphia, a component of the Defense Logistics Agency.

"We are reducing customer wait time and providing time-definite delivery to customers now," said

Curtis Moore, who is coordinating the project in the MTMC Distribution Analysis Center.

Eventually, the concept will be expanded to all MTMC customers and ocean carriers. The next carriers to join will probably be Matson and APL. The next customer to join is expected to be Defense Depot San Joaquin, Joaquin, Calif.

"The big benefit is quick input and very fast results," said Anne Di Sciullo, Traffic Management Specialist, Distribution Section, operations. "We received our booking number immediately. That is the most wonderful thing about it."

Defense Supply Center Philadelphia asked for three bookings on March 1—for a total of six shipping containers—

"We've gotten them back the same day, but we can't count on it. This is instant. We know it's what we wanted—the vessel we wanted, out of the port we wanted."

Should the program be expanded?

"Absolutely; it needs to grow," said Di Sciullo.

Defense Supply Center Philadelphia ships approximately 5,000 to 6,000 containers a year. The bulk of the cargoes are food and some industrial goods.

CSX Lines has been working on the project since October.

"We had to adapt our Web booking system to some of the unique requirements of the military, such as the fact we needed to include a military traffic control number," said Paul Vicinanza, Director, Government Sales & Marketing, of CSX Lines, Elizabeth, N.J.

"Tests went very well," said

Vicinanzo. "We see great advantages in time saved for both ourselves and MTMC and its customers."

"The booking time has been cut dramatically and there is a lot more accuracy and control," said Vicinanza. "Now, the booking is created and submitted, and you have a solid response."

"A customer is drilling right into our



Rodney White, of the 596th Transportation Group, Beaumont, Texas, checks incoming containers from Haiti at dockside

to be loaded in Oakland, Calif., for delivery to Guam.

"For three booking actions it took 15 minutes. I can pass this information to the vendor, who can see it is getting into the terminal."

Di Sciullo's reaction?

"A lot quicker and a lot smoother," said the 15-year transportation veteran.

system and has instant access to in-transit visibility. In the past there were delays and filters.”

Future bookings will probably be faster than 15 minutes, said Vicinanza.

“If you do it with regularity, it is two to five minutes per booking.”

The CSX transition to direct booking was assisted by a sophisticated information management platform, said Duncan Wright, manager of CSX Lines’ E-Business.

“MTMC has been a great customer to partner with because its requirements are well detailed and well documented,” said Wright. “This allowed for quicker development.”

One out of four CSX Lines customers today book online, he said.

“We see great potential in Web-based solutions to help customers streamline their processes in container shipping,” said Wright.

An added benefit for military customers is the availability of CSX Lines’ ShipStat reports.

“These reports will aid the military in tracking its live container inventory within the supply chain,” said Wright.

MTMC transporters were enthusiastic about the new dimension in ocean shipping.

“It is a quiet revolution at work,” said Frank Galluzzo, Director, Distribution Analysis Center.

“This is all part of the Strategic Distribution Management Initiative, which seeks to reduce shipping times—primarily by squeezing time out of the transshipment nodes.”

The direct booking concept takes MTMC out of the middleman role. Currently, the command’s ocean shipments are booked in the Integrated Booking System, MTMC-unique automated software. The bookings are handled by an office in the Deployment Support Command at Fort Eustis, Va.

“Their (carrier) systems are superior to our home-grown systems on our best day,” said Galluzzo. ④

MTMC Commander

E-mail, Web revolutionize business operations

In the last year, Maj. Gen. Kenneth L. Privratsky figures he has traveled a quarter million miles by airplane—chalking up most of the mileage visiting the 24 ports operated by the Military Traffic Management Command.

But, while very valuable, that is not how the MTMC Commander runs his command.

It is e-mail.

In the 18 months he has been at MTMC, Privratsky has sent in excess of 12,800 e-mail—and that number rises daily.

“I don’t know how I could run an organization today without e-mail

and Web technology.”

Privratsky provided his insights March 9 at a luncheon meeting of the North Pole Chapter of the National Defense Transportation Association, in Anchorage, Alaska.

“You can run a business anywhere in the world with Web technology,” said Privratsky. “It collapses boundaries and facilitates things we never did before.”

In the transportation sector, he suggested the future will benefit those who can offer an “entire system.” This solution would include inter-modal transportation linked by Web technology and supported by e-mail.



Maj. Gen. Kenneth L. Privratsky (left) exchanges business cards with Michael Kean, Transportation Director, Anchorage Economic Development Corp. At back is Dave Buirge, Installation Transportation Officer for U.S. Army Alaska. Privratsky addressed the North Pole Chapter, National Defense Transportation Association, and helped with the 2001 Special Olympics Winter World Games while in Anchorage. (See pgs. 44-46 for more on the Games.)

"As boundaries come down due to technology," said Privratsky, "people will look more and more at a total solution."

Businesses today must embrace the technology, he said, or they will be noncompetitive in future years.

MTMC Today

Changes are taking place in MTMC's current structure—and more are planned, said Privratsky.

Because of improved efficiencies, since the end of the last fiscal year, MTMC has been operating at 300 employees below authorized strength.

Savings from budget costs in the last fiscal year are over 5 percent, or \$57 million, of the command's billion-dollar annual budget. Cost reductions are projected at 2.5 percent for this fiscal year. The savings are being achieved via "organizational efficiencies and cost management."

"I'm very much inclined to look at efficiency, effectiveness, and taking care of people," said Privratsky.

Future organization changes will be directed at MTMC Headquarters, in Alexandria, Va., and the MTMC Deployment Support Command, in Fort Eustis, Va.

Reorganization of the command's operations and information management sectors by Sept. 30, 2002, will trim more positions, but streamline process, he said.

MTMC in the Future

Privratsky outlined several areas where reinvention initiatives were under way or being considered.

"We are looking for increased opportunities to get out of processes."

Direct Booking: A test is under way to allow customers to book

ocean carrier shipments directly on a shipping company's Web page (see article, pg. 8).

"We want to get out of the middle," said Privratsky. "This links shippers with carriers."

Initial tests with a Defense Logistics Agency outlet in Philadelphia took 15 minutes. Currently, MTMC takes 24 hours to perform the same function.

"MTMC must get out of the way," said Privratsky.

Third-Party Logistics: A test will take place soon in Georgia, Alabama and Florida to determine if a third-party logistics provider can do an efficient job managing freight trans-

**"I don't know how
I could run an
organization
today without
e-mail and Web
technology."**

**—Maj. Gen. Kenneth L. Privratsky,
MTMC Commander**

portation for Department of Defense installations (see article, pg. 7).

"If it works well, we'll expand it," said Privratsky.

Container Management: MTMC is considering contracting to a private vendor the management of the Department of Defense's 10,000 containers.

"We have 10,000 containers and 3,000 are broken," said Privratsky. "Very few are in the right place. We want to see if industry does it better than we do."

Personal Property Moves: Big changes are possible by 2003, when

the military services will have additional funds available for service member moves, said Privratsky.

"All agree on where to go," he said.

Big goals include a toll-free number for service members and full-replacement value of lost or damaged goods, said Privratsky.

"We want to get away from low-cost programs and move to best value."

The North Pole Club

The audience of North Pole Club members responded positively to Privratsky, who considers Anchorage his hometown.

"He gave us a very good overview," said Charles Madison, Alaska manager, Alaska Cargo Transport, Inc., Anchorage.

"There is no question the Web is where we're going," said Madison. "The smaller companies are the ones that can be hurt."

Club member Michael Kean, who works as Transportation Director, Anchorage Economic Development Corporation, is scheduled to give next month's luncheon talk.

"I'd like to do half as well as he did today," said Kean. "He hit a lot of points I intended to make about becoming more effective."

"If you look at the Northern Hemisphere, Anchorage is a logical place to do business," said Kean. "The military can piggyback on the commercial structure that is already here."

Also in the audience was Col. Thomas Shea, Director of Logistics, U.S. Army Alaska.

Shea, responsible for logistics at Fort Richardson, Fort Wainwright and Fort Greely, had the same job Privratsky had in 1992.

How was the speech?

"Super!" said Shea. 🇺🇸

Contractor cleaning eases POV moves from Europe

Department of Defense service members based in Europe are getting a break when they ship their vehicles back home.

Service members now have their vehicles steam cleaned at no charge by American Auto Logistics, Inc., the prime contractor for the global, privately owned vehicle shipment program and its subcontractor, Transcar.

The cleaning program, which began April 2, will assist service members in meeting the stringent shipping requirements of the U.S. Department of Agriculture.

In essence, the contractor is accepting all responsibility for shipping vehicles that pass Department of Agriculture requirements, said Bill Antonelli, who is Vice President of American Auto Logistics, Inc.

The cleaning process will save service members the frustrations of a failed inspection, along with commercial cleaning costs that vary from \$80-\$150 per vehicle, he said.

"This is a tremendous cost savings to the service member," said Antonelli. "We are delighted to expand our contract's range to include this service."

An estimated 17,000 vehicles are returned annually from Europe for service members.

"Collectively, we will save service members \$1.5 million every year."

Service members are still required to turn in a clean vehicle, to include vacuuming the interior.

American Auto Logistics plans to conduct the cleaning and inspection of the majority of service-member vehicles at the port of Bremerhaven, Germany. The firm will consolidate vehicles shipped from 13 centers in Germany, Belgium and Northern Italy.

"At 10 other sites in the United Kingdom, Turkey, Spain and Naples, Italy, vehicles will be cleaned and inspected at the service centers themselves at contractor expense," said Antonelli.

The stringent inspections are designed to reduce the possibility of transmitting non-native insects and disease to the United States. For a vehicle to pass inspection, steam cleaning is necessary to remove dirt and debris from inaccessible areas of the vehicle's undercarriage.

Rejection rates for vehicles without professional cleaning have been as high as 96 percent at the Schweinfurt Vehicle Processing Center.

"We are eliminating the wasted time, frustration and cost for service members," said Antonelli.

The cleaning process that American Auto Logistics is performing is not related to the foot-and-mouth disease reported among farm animals in some portions of Europe.


Transcar is also performing an additional disinfectant process,

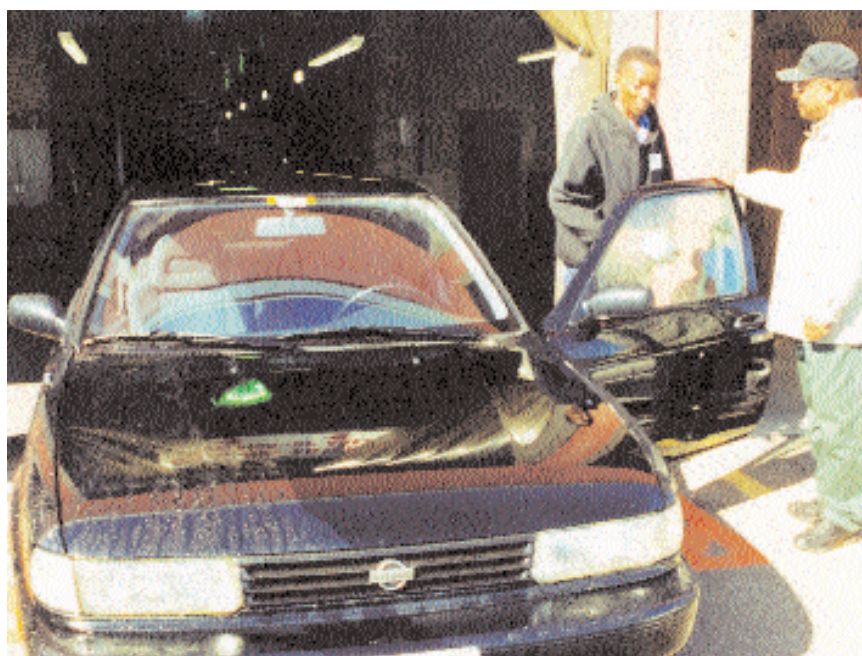
over and above the initial cleaning, to ensure the Department of Agriculture requirements for foot-and-mouth disease are satisfied. This all takes place prior to any vehicle departing Europe.

The new policy was welcomed by Col. Nonie Cabana, MTMC's Deputy Chief of Staff for Passenger & Personal Property.

"This is truly a Quality of Life initiative," said Cabana. "This supports individual service members in a critical area."

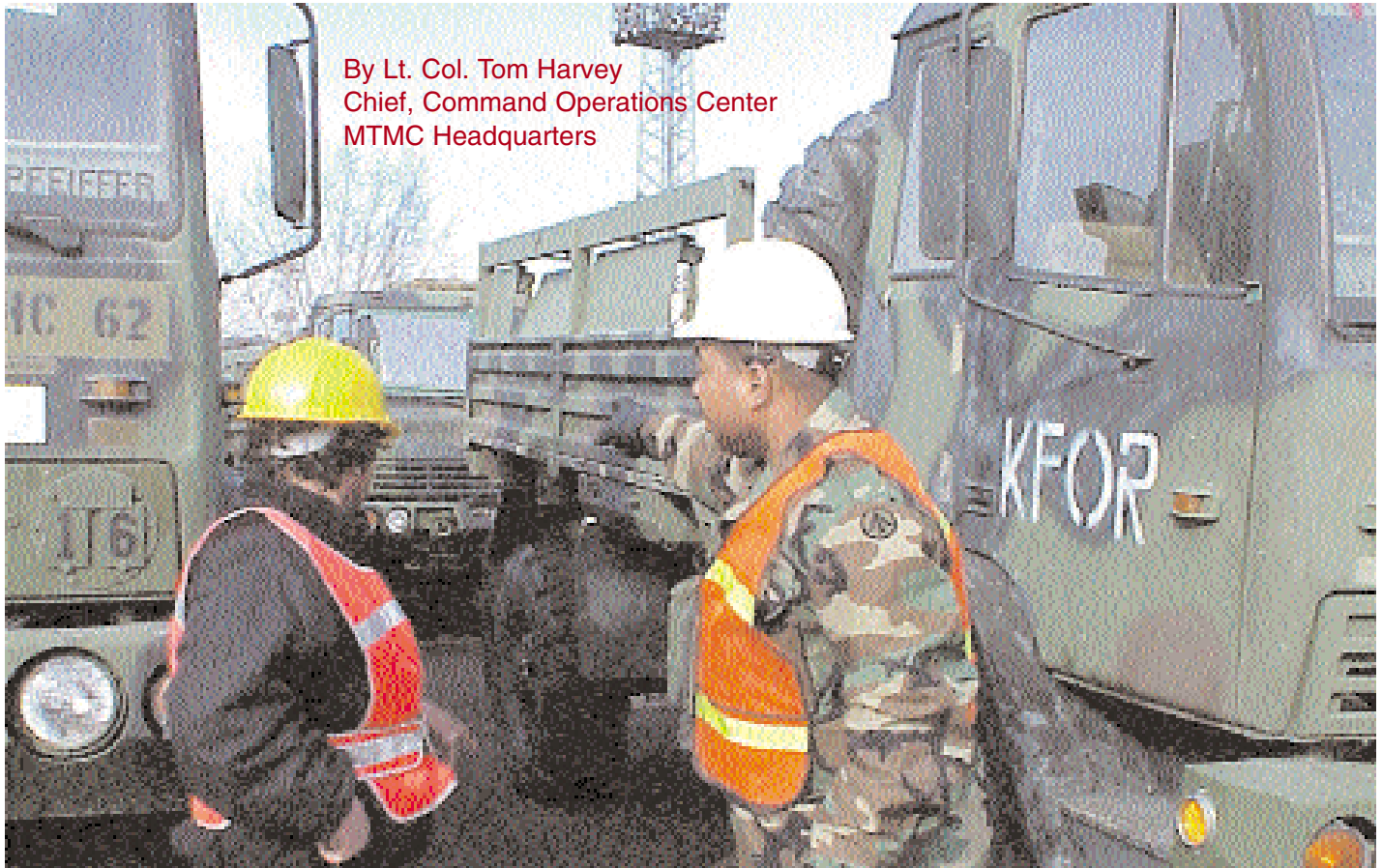
"This is top support for Department of Defense service members."

American Auto Logistics, Inc., ships an estimated 75,000 vehicles every year for the Military Traffic Management Command. 



Global POV Contract requires clean vehicles at both the time of shipment and delivery. Reggie Shepherd (left) and Jimmie King observe car emerging from wash rack at the Baltimore vehicle processing center.

Training standardization pays **BIG** dividends



By Lt. Col. Tom Harvey
Chief, Command Operations Center
MTMC Headquarters

Sgt. 1st Class Delenor Wilson, of the 839th Transportation Battalion, Livorno, Italy, instructs a host nation contractor in the Bulgarian port of Bourgas.

The evolution of the old Tiger Team to the Deployment Support Team marked a significant step in the command's capability to meet rapid changes in the post-Cold War environment.

Continuous improvements to the Deployment Support Team concept have allowed MTMC to provide flexible, efficient, and responsive port operations capability in support of an evolving national security strategy.

"The teams extend our port management and port operations capabilities to any location designated by the geographic Commander-in-Chiefs," said

Capt. Jay Nelson, Command Operations Center West Team watch officer.

Deployment Support Teams take full advantage of assets from across the groups and battalions to deploy task-organized teams. Team members include military, civilian, commercial and host nation personnel. All are trained on the equipment and techniques to meet mission requirements.

In the U.S. Southern Command area of operations, we have deployed teams to numerous countries.

"We task-organized our teams using several factors, including mission, terrain, tactics, terms of service,

length of operations, and systems requirements, just to name a few," said Lt. Col. Bob Oliveras, Commander, 832nd Transportation Battalion, Fort Buchanan, Puerto Rico.

In support of exercise New Horizons in January, we had six team members deployed to Guatemala from such diverse units as Fort Monmouth, N.J.; Seattle; and Puerto Rico. In five days, they discharged the equipment of an engineer task force from three vessels.

"We're rapidly approaching a complete plug-and-play capability with the Deployment Support Team people that come from other units," said Maj. John

Sgt. 1st Class Scott Vanderlooven, of the Azores Detachment, drives a forklift in the rain in the port of Rijeka, Croatia.



Lawson, Team Leader. "I was able to deploy and employ a team in one day with the same confidence I would have if all the team members came from my unit."

Training is the critical element that leads to success. The ability to task-organize a team requires that unit personnel from across the command to have a standard training program and a common understanding of mission-essential tasks, supporting tasks, training standards, and readiness criteria. In that manner, members can be pulled together from any unit and operate as an effective team.

Maj. Gen. Kenneth L. Privratsky, Commander, has re-energized the training program.

We initiated a series of top-down steps, starting with standard Mission Essential Task Lists, quarterly training briefings and guidance, and the publication of the command's first Joint Training Plan for fiscal years 2001-2004.

We also developed an extensive matrix that crosswalks individual, collective, and supporting tasks with the standard battalion mission-essential tasks.

Parallel efforts are ongoing at other lev-

els. Earlier this year, the Deployment Support Command developed an initiative to improve team training. The concept involves training in three phases: (1) Team "battle drills" at home station; (2) Training opportunities where individual unit members deploy as augmentation to teams; and (3) Collective training, where units deploy an organic team.



Spyros Vogiatzis, Transportation Specialist, 9563rd Transportation Co., works with Monica Simoncini, Documentation Chief, 839th Transportation Battalion, Livorno, Italy, on the MV Thelisis at the port of Bourgas, Bulgaria.

cise in January. By the end of the year, the Deployment Support Command will have provided team support to New Horizons exercises in five additional countries, including St. Lucia, Paraguay, the Dominican Republic, Haiti and St. Vincent.

"MTMC ports in the United States and overseas must be trained to the same standard," said Maj. Joe Calisto, Operations Officer, 597th Transportation Group, Sunny Point, N.C.

"At each MTMC port, we need designated military and civilian personnel who are trained and ready to deploy as a team in peacetime or war," said Calisto.

The operations tempo is just as high in the U.S. Pacific Command and 599th Transportation Group area of operations.

A team composed of MTMC personnel from five separate units conducted operations in support of exercise Tandem Thrust in Australia in April. At about the same time, four units combined to form a second team to support exercise Cobra Gold in Thailand.

See Big Dividends, pg. 51

Deployment support team discharges the USNS Bob Hope in the port of Thessaloniki, Greece.





AUTOMATION

keeps change on schedule

Prompt changes to the Global Freight Management system have allowed the prompt implementation of MTMC's new automatic fuel adjustment for motor carriers and railroads.

The final changes and validation in the software guaranteed the scheduled policy change would take place April 1.

"We finished this morning," said Cherie Emerson, coordinator, on March 29.

In all, two teams of contractors assisted the Global Freight Management section in the development of changes to four processes.

"We are extremely happy and proud of ourselves," said Emerson. "We met the organization's promise—to have an automatic fuel adjustment in place by April 1.

The changes provide shippers and carriers with a statement on the bill of lading that indicates the fuel adjustment

has been applied. The adjustment is then applied to the electronic data interchange.

"The shipper can really see what the fuel adjustment is for the shipment," said Emerson. "This data goes to PowerTrack so that the entire transaction is documented for the payment."

MTMC carriers will receive the automatic fuel adjustment in times of wildly fluctuating fuel prices.

In the past, motor and rail carriers incurring high diesel costs

faced long delays in receiving MTMC fuel adjustment.

Now, MTMC makes adjustments automatic for motor carriers by linking them directly to the price of diesel fuel.

The motor carrier industry was buffeted by fluctuating fuel prices throughout the past year, when prices for a gallon of diesel fuel ranged from \$1.31 to \$1.67 a gallon.

The new automatic fuel adjustment policy is a result of a joint

Left: In the future, railroads will be paid by PowerTrack for such shipments as this November move of the 101st Airmobile Division (Air Assault) equipment from Fort Campbell, Ky., to Fort Irwin, Calif.

MTMC-industry fuel board, which included many industry representatives. The board held its first meeting Nov. 30.

Members agreed to use the Department of Energy's weekly fuel price as the governing national standard.

"The policy establishes a baseline fuel price, with a 10-cent-per-gallon margin," said Tetreault.

"For example, if we establish a fuel baseline of \$1.30 and the price of fuel goes above \$1.40, affected contractors will be automatically entitled to an adjustment."

Industry representatives on the board were enthusiastic.

"The process has been pulled off on schedule and it shows what partnership can achieve," said Terry Head, President, Household Goods Forwarders Association of America, Inc.

"We are lucky the need is not as great as when we started, but the policy is now in place, and we will need it again. The best thing about the policy is it is automatic. No one needs to ask. It's there."

Landstar's Dave Larson said the new policy is a good military-industry partnership move.

"Every day we're doing business in a partnership agreement," said Larson. "This is a true partnership arena. Everything is up front."

"We are out of the guessing game stuff. The most important thing we're doing now is providing transportation services in a professional manner.



Soldiers with the 101st Airmobile Division (Air Assault) prepare equipment from Fort Campbell, Ky., to Fort Irwin, Calif.

This allows us to focus on providing the best possible service to our customers."

The adjustment is a necessity for military readiness," said Col. Clark Hall, MTMC Chief of Staff, who headed the board.


"We want fair compensation for the drivers of military cargoes," said Hall. "We want to ensure they will be here in time of emergency."

MTMC has literally thousands of truck and rail cargo movements each year.

The idea for an automatic fuel adjustment originated during a National Defense Transportation Association committee meeting in New Orleans, in August.

"This was the right thing to do," said Frank Galluzzo, the Director of the MTMC's

Distribution Analysis Center, which developed the automatic fuel adjustment policy. "This takes the uncertainty out of this very critical issue for industry."

Fuel board members included Joe Harrison, of the American Moving & Storage Association; Paul Bomgardner, of the American Trucking Association; Gail Snodgrass, of Union Pacific Railroad; Head; and Larson. 

Gateway to the World

Story and photos by John Randt
Director, MTMC Command Affairs

John Marzullo works as a shipping executive in a small Louisiana city.

Marzullo, Executive Director of the Port of Alexandria on the Red River, is successful because his vision is global.

It has to be.

Barges move to and from Alexandria on river systems all across the middle girth of the country, and beyond—across the Gulf of Mexico to the nations of Central America.

In the last five years, barges calling at the Central Louisiana port have almost tripled—from 124 in 1996 to 308 in 2000. In the same period, cargo carried has gone from 106,000 tons to 289,000 tons.

Many of the port's cargoes are bulk agricultural products.

However, much of the rest is military cargo coordinated by the Military Traffic Management Command.

"I love it," said Marzullo. "The military is among our best customers."

Numerous Army Reserve Component units have been sending construction and support equipment through Alexandria for Hurricane Mitch relief operations in Central American countries since 1998.

The 101st Airborne Division (Air Assault) from Fort Campbell, Ky., has often used barges to ship their task forces headed for the nearby Joint Readiness Training Center at Fort Polk.

"We feel as if we're an integral piece in the military transportation system," said Marzullo.

The military units are staged at nearby England



More than 1,000 pieces of 76th Infantry Brigade equipment traveled through three different river systems last spring to the Port of Alexandria, La.

“Multiply what is happening in Alexandria with the 1,800 other river terminals in the country, and you get a good idea of the *magnitude* of inland water traffic.”

—Richard Lolich, Program Manager, Office of Ports & Domestic Shipping, U.S. Maritime Administration

AirPark and then travel to their Joint Readiness Training Centers ready to begin training.

The largest of these operations took place in May 2000, when hundreds of pieces of cargo were moved by the 76th Infantry Brigade, Indianapolis, to the Port of Alexandria for duty at the Joint Readiness Center—and then returned the same way.

“It was a great achievement,” said Marzullo.

The Indiana Army National Guard thought so, as well.

The brigade’s 1,173 pieces of cargo were picked up simultaneously from three port locations and loaded on 65 barges. The barges then traveled through three river systems—the Ohio, Mississippi and Red rivers—before reaching Alexandria.

The barges were waiting in Alexandria when National Guard soldiers arrived to unload them May 7-8.

“It’s wonderful,” said Brig. Gen. George Buskirk, Support Base Commander. “It could not have been smoother.”

That is music to Marzullo’s ears as he plans and anticipates more military moves in the future.

He has a 40-ton crane and 15,000-square-foot warehouse, among other assets to support the move.

Marzullo is flexible.

When the Indiana Guardsmen wanted to unload faster, Marzullo told them it was all right to take their bulldozers and build another ramp in the red clay river-bank.


In short order, that is exactly what the Guardsmen did.

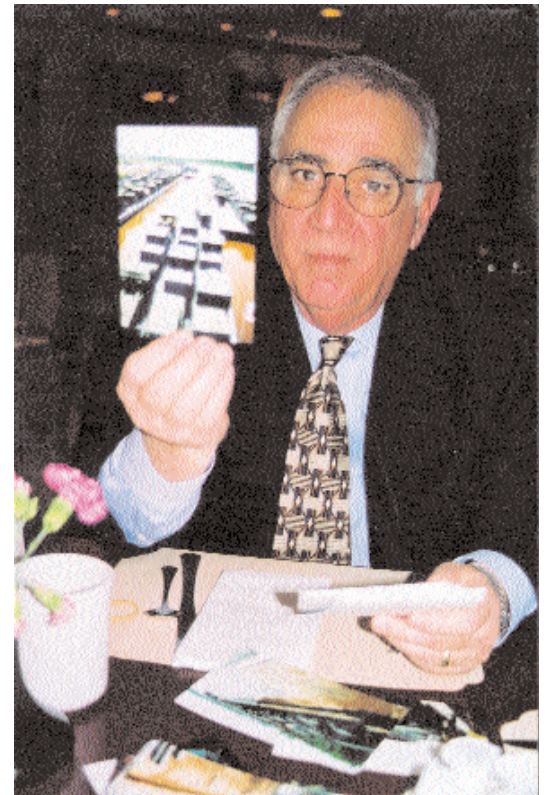
“Multiply what is happening in Alexandria with the

1,800 other river terminals in the country, and you get a good idea of the magnitude of inland water traffic,” said Richard Lolich, who works as Program Manager of the Office of Ports & Domestic Shipping in the U.S. Maritime Administration.

“The port of Alexandria is part of the Marine Transportation System,” said Lolich, who observed the 76th Infantry Brigade move through Alexandria in May 2000.

The system includes 25,000 miles of inland, intracoastal and coastal waterways, which serve hundreds of ports and terminals across the country.

“These terminals are spread throughout 21 states and handle in excess of 1 billion metric tons of domestic freight every year,” said Lolich. 



John Marzullo's business view is global in scope.



An Indiana Army National Guard vehicle is directed up a hastily built ramp to speed unloading.

All gone—in an instant. The gigantic wave that struck the MV Mokihana in the middle of the Pacific Ocean in December erased the personal possessions of a score of service members.

Twenty-six containers were washed overboard, eight of them containing full and partial shipments of a service member's personal property. Personal papers, photographs, furniture, and clothing were gone in a split second.

Lt. Cmdr. John Wheeler did not hear about the Dec. 12 incident until after Christmas.

Wheeler and his family had just finished a two-and-a-half year tour with a Navy helicopter squadron on Guam. They were looking forward to getting back to the "mainland" life in California. Wheeler is on orders to the Defense Language Institute, in Monterey, Calif., before beginning his next tour at the Canadian War College, in Toronto.

When they phoned the Navy Supply Department, they were told their personal possessions had disappeared.

"I considered it a slim chance that I would lose my things," said Wheeler, 41. "You just don't imagine what's the worst that can happen.

"As a service member, you can never call anywhere your home, but that favorite couch, living room set or framed photo on the wall are yours wherever you go. When they're gone, it feels as though you've lost your identity."

Wheeler received limited information as to what had happened.

"All I got were copies of

By Leesha A. Galery
Congressional Liaison
Specialist

OCEAN

CATASTROPHE

leaves

family starting over

faxes from the ship's master to his company headquarters, and from the company to military authority, saying the containers were gone and they were sorry," said Wheeler. "That was it. Very little detail.

"I find that troubling."

While claims settlements will replace the furniture, there is no replacement for many of the personal items lost.

Wheeler had used his Home of Record Move to ship many personal items from his home in Boston to Guam. In such a

move, a service member moves all his possessions from his origin point home.

"I had things from my childhood, including items we would eventually move into our new home."

In addition, letters from Wheeler's deceased mother-in-law to his wife, wedding and family photos, and a 15-year military history of plaques and mementos from around the world were among the items that sank forever from the Mokihana.



Lt. Cmdr. John Wheeler and his wife, Jill, and their six-month-old son, Benjamin, lost all their property in a downed ocean shipment.

Also lost were home furnishings collected throughout their five-year marriage as they planned the purchase of a new home.

"It's not like we just went into K-Mart and bought furniture overnight. We collected items special to us for our future."

With limited and incomplete information, Wheeler was left to assume that his loss was a result of negligence on the part of the shipper. He was unaware of the giant wave that had hit the Mokihama.

That all changed when Wheeler opened the January issue of "Translog" and saw the devastated stack of containers on the Mokihana. He received the magazine from a friend in Guam, who had happened to come across it in a waiting room.

"I was shocked," said Wheeler. "Only when I read your article did I find out how this even happened."

"I felt tremendously unsupported. We were devastated not only because we trusted our lifetime possessions to a routine shipment, but that we are on very short-term Permanent Change of Station orders here for six months before we leave the country."

"Everyone here has been helpful, but it appears that the system is not designed to expedite catastrophic, total-loss customers. The administrative burden in the claims process is considerable."

The process has been slowed down by the need to identify every book, CD and piece of clothing. Upon review, adjusters will depreciate the value of the items to determine a settlement figure.

"Because of this, it will never be possible to have the same items again," said Wheeler. "This doesn't account for treasured photographs, paintings and media at all."

Insurance Claims

Although the process of getting their lives back together has been a challenge for the Wheelers, they understand that Acts of God occur.

Wheeler immediately submitted a claim on a personal property insurance policy that the family had with United Service Automobile Association.

An initial \$2,000 advance from this policy enabled the Wheelers to buy a crib for their son, a bed and dishes. The lieutenant commander's salary and credit cards provided other needed personal items.

"We had to borrow cushions from the Army Relief Pack to sleep on. There is only so much \$2,000 can buy when

**“Towering above them
in a sheer green wall ...**

**‘Look – the sea!’
MacDougall turned around
and looked seaward. A solid
wall of water rose directly
ahead of his boat and almost
upon them ... There was no
chance of escape from it ...
MacDougall expected
the shock of cold salt wave;
it was not the first time an
angry sea had knocked him
down. What surprised him was
the pain from head to foot—
the crushing blow that stole his
senses as it flung him
to the bottom of the boat. ”**

**— Away All Boats
by Kenneth Dodson**

you've lost everything, but at least it's a start.

"We're almost up to our credit card limit."

As of March, the Wheelers have received their \$35,000 policy maximum from USAA and a payment from a personal article floater policy for a few smaller items.

"We had to use the final settlement from USAA to pay off our debt," said Wheeler. "Now we're starting our claim with the government, because you have to fully resolve your private insurance claim first."

"I thought it would be a faster process, but it's not. I refused to cash in my IRA fund or sell my car to buy furniture. I can't imagine how this would feel for a junior enlisted with a family. With a smaller paycheck, they wouldn't have that luxury. Any cash we saved in Guam that was meant to help us afford a few vacations here in California, or a better lifestyle in Toronto, is gone."

"We spend our weekends filling

See Starting over, pg. 51



Shattered containers form a remarkable sight on the MV Mokihana as it enters Los Angeles.

Transportation veteran becomes MTMC's **TOP** NCO

Command Sgt. Maj. James Morgan was in Bosnia when he found out he had been selected for the top enlisted rank in the Military Traffic Management Command.

Morgan was in a dining facility when the call from Maj. Gen. Kenneth L. Privratsky, Commander, came in over his cell phone.

"I was down range in the 'box,'" said Morgan, who accepted the position on the spot.

In Bosnia, Morgan was doing what he has been doing for years: Taking care of his soldiers. In this case, he was traveling over the Christmas holidays.

Morgan, 44, a 26-year Army veteran, is a natural for MTMC's top non-commissioned officer slot.

The veteran command sergeant major of the 1st Transportation Movement Control Agency, in Kaiserslautern, Germany, arrives June 13 to serve as MTMC's top enlisted soldier.



Command Sgt. Maj. James Morgan says he will stress taking care of MTMC soldiers.

Morgan is a soldier's soldier. Since he entered the Army at 17, he has served three separate tours in Germany and three others in Korea. In 1997, Morgan moved directly from one overseas tour to another—

from the command sergeant major of a battalion in Korea to a brigade in Germany.

He has been assigned to Fort Eustis on several occasions. Morgan has served as both



Command Sgt. Maj. James Morgan talks philosophy with Maj. Morris Hatcher.

a student and a company first sergeant in Advanced Individual Training. He has also filled assignments as a U.S. Army Recruiter and Transportation School Instructor.

During an earlier tour, Morgan served as a drill sergeant at Fort Jackson, S.C.

What can MTMC expect?

"I live by the principles of my faith, my family, and my future—which is the Army," said Morgan.

Soldier care will get his top priority, he said.

"There are quality-of-life issues out there," said Morgan. "In addition, I will be following the guidance of the Commanding General."

As Morgan transitions to MTMC Headquarters in Alexandria, he will be observing transportation processes in action. He will

move his personal property and his vehicle from Germany.


"I'm expecting a lot of success as part of the MTMC Family," said Morgan.

MTMC's new command sergeant major is returning home—he is a Washington, D.C., native.

Morgan will be in Alexandria with his wife, Catherine, and daughters Shenigua, 21; Jakeya, 18; and Kaiesha, 12.

What about the distant future?

"I will start my new career by supporting my wife in her chosen field," said Morgan.

"She has stood beside me through my career and it's my turn to do the same for her." 

MTMC-Industry partnership shows strength in ocean mishap

No industry partnership of the Military Traffic Management Command has been better tested than that challenged Nov. 5 by a giant English Channel wave.

The wave pushed the American Roll-on/Roll-off vessel *Faust* over 32 degrees—and in so doing, put MTMC's entire Global Privately Owned Vehicle Contract on full public display.

As the ship keeled violently in the storm, an Air Force tug vehicle broke free of its lashing and careened into the side of a diesel fuel tank. The tank ruptured, sending 10 tons of diesel oil on the deck and adjacent lower levels, contaminating 166 vehicles among a cargo headed for service member owners in Europe.

MTMC's prime contractor, American Auto Logistics, Inc., moved fast to financially support the affected service members—not limit liability damages. In fact, the firm would repeatedly exceed its contractual obligations in coming weeks.

To date, the firm estimates total liability

in the incident at \$3 million.

"We'd do it again," said Bill Antonelli, Vice President of the Monroe, N.Y., firm.

"This entire matter is a reflection of how we do business."

Flying to Bremerhaven, Germany, where the *Faust* eventually was rerouted, Antonelli took charge of the crisis.

Antonelli reflected on his firm's response to the crisis Feb. 27 while visiting one of his company's subcontracted vehicle processing centers in Baltimore.

The darkest days of the crisis are now long over.

Initially, robust efforts were made with auto service centers to clean the vehicles. For the most part, cleanup work was short term. A vehicle free of diesel oil in the evening would appear contaminated again the next morning, with oil insidiously pooled on seats and floor mats.

Eventually, the firm declared all 166 vehicles contaminated and began assisting and compensating owners.

Extensive assistance to affected service

members was provided. The compensation included free use of a rental car for 30 days, American Blue Book value reimbursement for damaged vehicles, and the free shipment of a second vehicle from the United States.

Currently, settlements have been made with all the affected service members.

American Auto Logistics is continuing to do what it has done since late 1998—moving an estimated 75,000 privately owned vehicles a year worldwide for MTMC.

The firm promises more service member initiatives in the future. Seven additional vehicle processing centers have been added since the contract was signed.

In coming months, a new software system will be available so customers may more easily assess shipping information—and their vehicle's current location.


"The program is going extremely well," said Antonelli. The focus we have is the customer—we truly believe that."

The entire MTMC-Industry relationship in the crisis was closely observed by Frank Galluzzo, leader of the team that developed the concept of the Global Privately Owned Vehicle Contract.

"When you have a long-term alliance with an industry partner and you run into a major condition in the contract, an industry partner stands up to the plate," said Galluzzo, now serving as Director, Distribution Analysis Center.

"They do the right things for you, such as rent cars and give the most favorable treatment possible to service members," said Galluzzo. "In effect, they say by their actions: 'I'm going to keep the relationship going.'"

What would have happened before the contract was initiated Sept. 21, 1998?

"In the old days you would have had four or five players involved. It would have been slow and complicated." 



*Bill Antonelli reflects on challenge of damaged privately owned vehicles aboard the *Faust*.*

Personal property:

MTMC initiative receives major industry backing

One of the world's largest moving firms has announced its endorsement of the major themes of a Military Traffic Management Command re-engineering initiative.

"The customer is the one clearly in charge today," said Mike Fergus, Allied Worldwide Network Business President.

Fergus voiced support for the major themes of Task Force Fix, designed to bring immediate improvements to the great majority of MTMC's 613,000 annual service member moves.

Commercial practices in the moving industry should be extended to military customers, said Fergus, who has responsibility for 1,500 moving outlets in 36 countries.

Fergus made the remarks as a panel member on a Quality of Life discussion at the 2001 MTMC Training Symposium, April 10, at the Wyndham Anatole Hotel, in Dallas.

Major improvements, said Fergus, to the MTMC moving program—the industry's biggest customer—could include:

- Distribution based on quality and price.
- A new customer satisfaction survey.

- Direct customer communication with carriers via toll-free numbers.

- Full-value replacement coverage for lost and damaged goods.

"We need to deal directly with our

each of the (pilot) tests. We have to work together."

Fergus said better accuracy in personal property rates will produce many benefits. He said a realistic rate would discourage movers

from unnecessary storage. A reduction in storage, in turn, would save money and reduce handling damage.

The Allied executive's remarks drew immediate praise from Col. Nonie Cabana, MTMC Deputy Chief of Staff, Passenger & Personal Property.

Upon hearing the proposal, Cabana waved his thumb up in a signal of positive support.

The biggest challenge?

"Money," stated Cabana.

The proposal drew the immediate interest of Scott Michael, Assistant to the

President, American Moving & Storage Association.

"It is the Task Force Fix proposal," said Michael.

A shortage of funding puts the proposals in doubt, said Michael.

"It's not going anywhere," said Michael. "The money from the (military) services is not there.

"It's in housing and health care," said



Mike Fergus (left), President of Network Business for Allied Worldwide, announced support at MTMC Training Symposium for changes to the existing MTMC personal property program. Other panel members include: Ray Ebeling, Bill Lucas and Gary Sznajder.

customers," said Fergus. "We need an insurance program to make them whole."

- Payment for service.

"We need to move to the commercial tariff," said Fergus. "We should not have a separate military tariff."

- Carrier risk analysis to ensure financially stable service providers.

"We have a lot of opportunity," said Fergus. "We want you to feel you're our biggest customers.

"We need a lot of the best practices of

See Industry support, pg. 48

Deployment support teams: Evaluation group recommends improvements

Sgt. Major Gonzalo Rivera-Rivera has a favorite story about a Military Traffic Management Command mission in Thailand.

Five of the seven ships chartered for the operation had inadequate tie-downs and lacked sufficient lashing gear.

As one of the ships was loaded, Rivera-Rivera said a crew went to work welding “D Rings” to the deck of the vessel to create lashing points.

“Can you imagine that?” said the sergeant major of the 599th Transportation Group, Wheeler Army Air Field, Hawaii.

That experience was one of many case studies used by a special Battalion Evaluation Group to review the procedures used by MTMC’s deployment support teams. The teams, of varied sizes and compositions, travel to ports worldwide to load or discharge MTMC cargoes.

Team members—besides Rivera-Rivera—included Lt. Col. Robert Oliveras, Commander of the 832nd Transportation Battalion, Fort Buchanan, Puerto Rico; and Lt. Col. Kirk Foster, Commander of the 838th Transportation Battalion, Rotterdam, The Netherlands.

The evaluation group was chartered by Maj. Gen. Kenneth L. Privratsky, MTMC Commander, to develop a process of continuing improvements to the mobile transporter teams.

As an example, during Operation Cobra Gold 2000, the MTMC team was composed of soldiers and civilians from all four 599th locations—Okinawa and Yokohama, Japan; Pusan, Korea; and Hawaii—and the 833rd Transportation Battalion, Seattle, Wash.

The group made its initial

recommendations April 9 at the MTMC Commanders’ Conference, at the Wyndham Anatole Hotel, in Dallas.

Prime recommendation was the development of a special “lessons learned” section on the MTMC Web site, in which detailed after-action reviews can be posted for other teams.

“We deploy teams on a regular basis, and they constantly represent our flag throughout the world,” said Oliveras. “A Web posting will improve our situational awareness and highlight our current tactics and techniques.

“It will be a Deployment Support Team of Lessons Learned on the MTMC Web page.”

Brig. Gen. Don Parker, Commander, Deployment Support Command, agreed.

“What we’re trying to do is collapse everything into one page,” said Parker.

Other recommendations included:

- Greater use of Army Reserve soldiers on deployment support teams.

“The next step is to integrate Individual Mobilization Augmentees and Reserve units,” said Rivera-Rivera.

- Develop a battle book of infrastructure details on all ports used by deployment support teams.

- Leverage technology.
- Share and compare deployment checklists between



Deployment support team evaluation included Sgt. Major Gonzalo Rivera-Rivera (left), Lt. Col. Kirk Foster, and Lt. Col. Robert Oliveras, leader.

See Evaluation Group, pg. 48



Craig Daniels and Paula Strano demonstrate new Matson Navigation Co., Inc., software that allows MTMC customers to book directly to the firm's Web site.



Gary Sznajder, Manager of Continental Airlines, addresses the audience. Also pictured are Mike Ferguson and Gary Sznajder.

MTMC Symposium takes on Da



Ursula Loy, Jr.; Oliver Gasaway; Mary Townes; and Staff Sgt. Jorge Rodriguez take a break from the MTMC Training Symposium exhibit to pose for a picture.

Military and industry mix at the 2001 MTMC Symposium exhibit.

Pictured are: Brig. Gen. Don Parker, Commander, Deployment Support Command; Col. Tom E. Thompson, Deputy Chief of Staff for Operations; and Tony Ryan, Vice President and General Manager, American Roll-on/Roll-off Carriers.



Military and government Sales Planning, discusses the audience at the Quality of Life panel. (left), Ray Ebeling and Capt. Elliott Bloxom.



Small business participants at the symposium included Terry Head, President, Household Goods Forwarders Association of America, Inc., Alexandria, Va.

mposium llas in April



Maj. Gen. Kenneth L. Privratsky told symposium participants that additional MTMC reorganization is essential to keep the organization efficient.

MTMC Quality Awards honor exceptional freight service

A trucking firm that shuttled Bill Clinton's documents and manuscripts to a future Presidential library site in Little Rock, Ark., and a barge service that supports American service members at Guantanamo Bay, Cuba, were among the winners of the Military Traffic Management Command's 2000 Quality Awards.

Awards were made to 11 transportation firms at MTMC's annual Training Symposium April 11 at the Wyndham

Anatole Hotel in Dallas.

"These transportation firms represent absolutely tremendous service to the Defense Transportation System," said Jeanie Bell Winslow, symposium manager.

Normally, there are 10 winners from hundreds of firms that provide defense transportation. At least for the 2000 competition, an 11th firm was added to the winners.

"The reason is that there were just so many outstanding firms," said

Winslow.

"We are very appreciative of their great work."

"Zust Ambrosetti just turned our shipments around," said Kathleen Lockhart, of U.S. Navy Regional Contracting Center Naples, London, Bahrain and Dubai.

"We had shipments missing and hijacked," said Lockhart, assigned to the center's Naples headquarters, "Since Zust took it over, we haven't had a problem."

The 2000 winners are:



John Fretti
All States Moving & Storage



Eric Mensing
American President Lines



Elisabeth Boyle
Boyle Transportation

All States Moving & Storage, of Valdosta, Ga., was nominated for its commitment to timely service and the open lines of communication maintained with customers. The firm uses a tracking service that allows customers to call anytime to obtain the location of their shipments.

American Presidents Line, of Oakland, Calif., was selected for its user-friendly Web site, which provides shipment tracking. The firm took the lead in supporting Management Reform Memorandum #15, which encourages the use of commercial automated systems.

Boyle Transportation, of Billerica, Mass., was named for its success in accomplishing White House Communications Agency missions in which the government saved \$1.3 million. Boyle Transportation is top rated for safety and serviceability by the U.S. Department of Transportation.



*Chuta Rathathicam
Emery Worldwide*



*Gary Hartter
Landstar Ranger, Inc.*



*Bradley Mulholland
Matson Navigation Co.*

Emery Worldwide, of Redwood City, Calif., was cited for its movement of more than 14,000 shipments, weighing a total of 13 million pounds, for the Defense Supply Center Philadelphia's Medical Prime Vendors. The firm's commitment to the work has led to the systemic improvement of contract standards.

Landstar Ranger, Inc., of Jacksonville, Fla., was honored for its record movement of Trident 1 C4 second-stage rocket motors, which saved taxpayers \$840,000. The firm was also a key transporter in the movement of Bill Clinton's papers to the future site of the presidential library in Little Rock, Ark.

Matson Navigation Co., of San Francisco, Calif., was recognized for its high degree of customer service. Matson's sailing schedules are consistently reliable, and provide a stable weekly service for both scheduled and emergency shipments.



*Russell Strauss
R&B Falcon*



*John Bronneck
Roadway Express, Inc.*



*Rosanna Croft
Scheduled Airline Ticketing Office*

R&B Falcon, of Houma, La., selected for its outstanding support to U.S. Navy personnel and their family members at Naval Station Guantanamo Bay, Cuba, R&B Falcon has streamlined the booking process for shipments.

Roadway Express, Inc., of Akron, Ohio, was cited for its superlative transportation service of less-than-truckload to Fort Hood, Texas since 1975. Fort Hood freight shipments get to their destinations within two days, with a 100-percent on-time guaranteed delivery.

Scheduled Airline Ticketing Office, of Ramstein U.S. Air Force Base, Germany, was honored for its service to 18,000 passengers annually. In the past year, the firm has implemented an option for delivering airline tickets from one European country to another via satellite printers, at 32 locations.




Charles Campbell
Studdard Moving & Storage



Mario Baiani
Zust Ambrosetti

Studdard Moving & Storage, of Leavenworth, Kan., was selected for high customer service. Studdard has a comprehensive training program that addresses every aspect of customer service, including proper packing and loading procedures.

Zust Ambrosetti, of Rome, Italy: Cited for its demonstrated ability to provide service and cost savings in support of U.S. Navy and Department of Defense units throughout Southern Europe, Zust Ambrosetti ships freight of various sizes with consistently high performance. 

Small business role touted in DoD transportation

Quality performance should be a critical goal for all small business entrepreneurs.

"Your reputation is at stake," said Tracey Pinson, Director, Small & Disadvantaged Business Utilization, Office of the Secretary of the Army.

Pinson was one of the key speakers at the Military Traffic Management Command Small Business Conference in Dallas April 9.

"You'd better be able to do it," said Pinson. "Past performance is a key discriminator."

The small business conference is a new initiative this year for the MTMC Training Symposium, held April 10-13 at the Wyndham Anatole Hotel, in Dallas.

Participants said they appreciated the opportunity to participate in the small business information session as a part of

the training symposium.

"I came because I'm a large contractor," said Peggy Wilken, of Stevens Worldwide Van Lines, Saginaw, Mich.

"I want to make sure I'm plugging into the small business subcontracting opportunities."

Stevens is a personal property mover who is "sandwiched" between huge van lines and small businesses, she said.

"I can provide my agency family with information about contracting opportunities directly available to them."

The session participants included several large shipping firms that use small businesses as part of their work with MTMC.

"The more we can learn about small business, the better it will be," said Tony Ryan, Vice President and General Manager, American Roll-on/Roll-off Carriers.

Ryan's comments were echoed by Ans Kristbergs of Farrell Service of P&O Nedlloyd.

"This has been very informative," said Kristbergs. "We are finding out what we need to know."

The conference drew several employees of American Road Line, of Moon, Pa.

"We look at it as an opportunity to learn the latest information with the Military Traffic Management Command," said Jackie Lynn, Vice President Government Freight. "You can interface with people who are on the phone with you all year."

The one-day conference was a great success, said Pamela Monroe, Coordinator.

"It worked very well," said Monroe. "This is something we should do next year, too." ▲



Col. Sheila Toner, Principal Assistant Responsible for Contracting, talks with Ans Kristbergs (left), of Farrell Service of P&O Nedlloyd, and Tony Ryan, Vice President & General Manager, American Roll-on/Roll-off Carriers.

Transporters meet twin challenges of time and tide

Wind, weather and geography combine to make the port of Anchorage one of the most dynamic for transporters.

That was the experience when the 956th Transportation Co. loaded 19 vehicles and 15 containers aboard the Cape Hudson for an Army training mission in Hawaii. Despite the challenges, the vessel was loaded and sailed for Hawaii on schedule—a mere 30 hours after arrival.

The March 22-23 action was the second time in five years that the Deployment Support Command's Anchorage-based company was used as a strategic port to deploy Army unit equipment.

The port experiences tides averaging 30 to 35—the second highest in the world, said Maj. Katherine Derrick,

Commander. Coupled with sub-freezing temperatures and 20- to 40-mph wind gusts, the ship's hydraulic systems operated slowly and with difficulty.

"Temperature at the pier was minus 20 degrees when the wind chill was factored in," said Derrick.

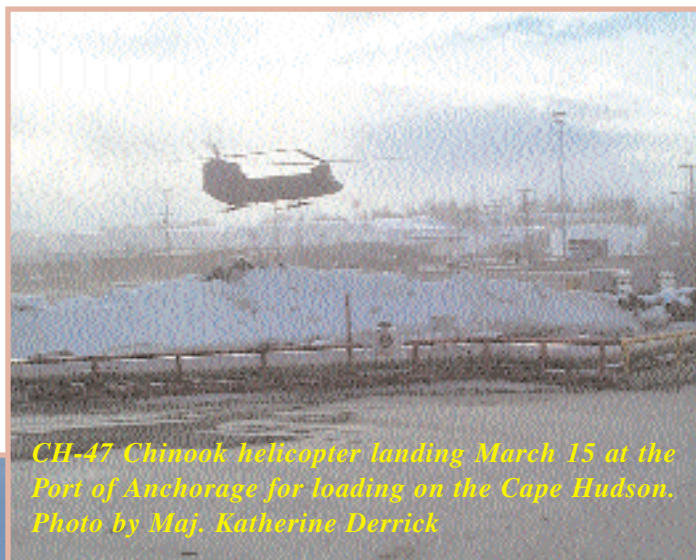
Because of the tide, the ship's ramps could only be used for an hour and a half in the morning and four hours in the afternoon.

The big challenge for the MTMC transporters was shipping the helicopters.

This marked the first time CH-47 Chinook helicopters

By Bill Cook
Public Affairs
Deployment Support Command

had been shipped from the port of Anchorage. Four of the massive aircraft were shipped from the 4/123rd Aviation Battalion, Fort Wainwright. UH-60 Blackhawk helicopters had moved



CH-47 Chinook helicopter landing March 15 at the Port of Anchorage for loading on the Cape Hudson. Photo by Maj. Katherine Derrick



Soldiers of the 123rd Aviation Battalion apply shrink-wrap on CH-47 Chinook. Photo by Bob Meno

through the Port of Anchorage before—the last time being 10 years ago.

The helicopters were flown to the port March 15, where they were shrink-wrapped and readied for loading.

The shrink-wrapping process of cocooning the helicopters in white protective plastic took four to six hours per aircraft.

Unfortunately, high winds on March 18 and 19 blew the wrapping off three of the helicopters. The protective wrapping was replaced.

See Challenges, pg. 49

PowerTrack **expands** to Alaskan freight shipments

When a railroad train hauls freight car loads of coal from Healy, Alaska, to Fort Wainwright, it represents a new way of business for the Military Traffic Management Command.

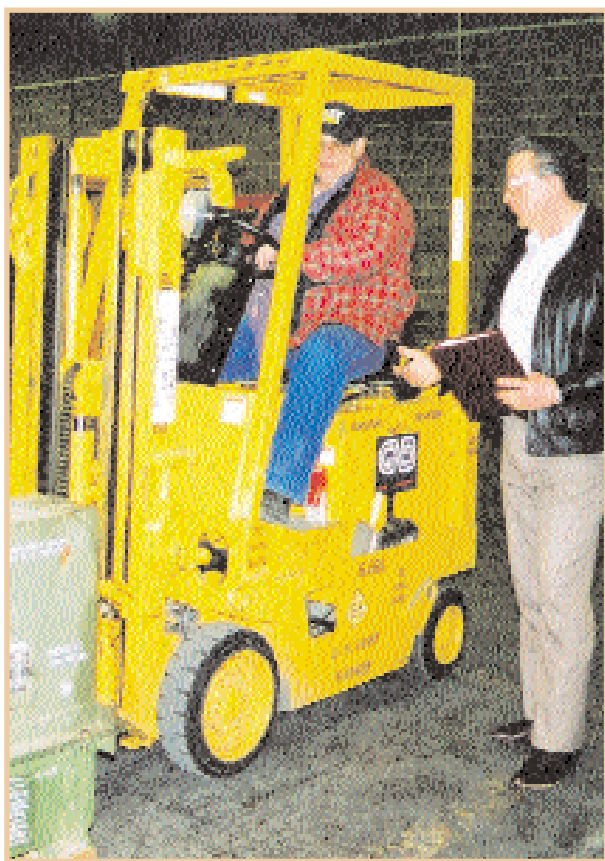
The Alaska Railroad Corporation is paid for its 112-mile coal shipments to the Army installation in central Alaska within days—not in weeks, as in the past.

Since January, the payments have been made via PowerTrack, an automated software system operated by USBank. All military transportation providers in Alaska are now required to use PowerTrack to receive contracts. As a result, the use of the unpopular Government Bills of Lading for payment has plummeted.

The Alaska freight shipments represent the first extension of the software pay-



Airland Transport, Inc., of Anchorage, is one of MTMC's new PowerTrack-qualified truck carriers in Alaska.



ments beyond the continental United States.

"We have had a very positive experience," said Tom Hicks, Project Director. "We're virtually 100 percent now."

PowerTrack has many positive attributes. The software is a standard commercial system that provides electronic speed and documentation. In addition, the software tabulates transportation data, including cargoes, volumes and costs.

Other PowerTrack users include: the U.S. Army's Fort

Freight Rate Specialist Roy Ehrhart supervises Bob Shaffer's forklift movement of cargo for trucking from Fort Richardson to Fort Wainwright, Alaska.

Richardson, Elmendorf Air Force Base, Eielson Air Force Base, and the Alaska National Guard.

One of Alaska's biggest users of PowerTrack is Dave Buirge, Installation Transportation Officer, of the U.S. Army Alaska. On average, Buirge's office is responsible for hundreds of shipments a year—or an aggregate of 22,000 short tons.

The shipments vary from large vehicular movements for troop training exercises to ordinary freight items, such as tents and generators.

"PowerTrack gives us a lot of really good things," said Buirge. "There is great efficiency in the operation and metric collection."

The great majority of the Army shipments are made by truck. Most trucking companies readily complied with the PowerTrack requirement for compensation, said Buirge.

"The truckers are online," said Buirge.

See PowerTrack, pg. 50

“Rattle in Seattle”

Earthquake cancels normal day for 833rd transporters

By Judi Warren
883d Transportation Battalion

It all started as a rather ordinary morning at the 833rd Transportation Battalion in Seattle.

A coordination meeting for the Cobra Gold exercise had just ended. Unit members started setting up tables for a farewell luncheon for three departing unit members.

What came next Feb. 28 was what CBS newscaster Dan Rather later labeled the “Rattle in Seattle.”

As several employees finished smoothing the tablecloths and sprinkling four-leaf-clover confetti on the banquet tables, the ground began moving—and it kept moving. As one person, said Budget Assistant Jackie Rial, members moved to the security of the doorway of the office’s pantry and waited for the shaking to stop.

The earthquake, measuring 6.8 magnitude on the Richter Scale, struck the battalion’s office at Federal Center South at 10:54 a.m.



Maggie Church, a loss and damage claims examiner, points out architectural damage caused by Feb. 28 earthquake in Seattle.

Photo by John Seaton

Pacific time.

“It just went on and on and on,” said Rial. “That 30-second quake seemed much longer than 30 seconds. It seemed like an eternity.”

Computer Specialist Tuffy Sheets was on the telephone with Deployment Support Command System Integration Specialist Kristen Hicks.

“I’m moving to a doorway; we’re having an earthquake,” Sheets told Hicks.

“This is better than CNN because I can give you the report live!”

But as the fire sprinkler covers began dropping from the ceiling, Sheets stated:

“I gotta go.”

Lt. Col. Carol Butts, Commander, was in a meeting with Richard Carlyle, Chief, Operations Division.

“Dick, is that the train going by or



The Greater Metropolitan Seattle area was rocked Feb. 28 by an earthquake measuring 6.8 on the Richter Scale.

Photo courtesy of Seattle.com

what?” asked Butts, who had never experienced an earthquake before.

Carlyle quickly responded, “It’s an earthquake—get under the table.”

That is exactly where they went until the shaking stopped.

Other 833rd employees responded the same—getting under tables or standing in doorways to maximize their safety.

Minutes later, the transporters evacuated the building. Later, they were briefly allowed back inside for keys and other immediate needs.

“Get the food while you’re in there!” a hungry 833rd staffer yelled.

Soon, the unit’s luncheon event did take place—albeit on a smaller scale than originally planned—on a picnic table in front of the building.

Small groups from other activities wandered by and quipped, “You guys are crazy!”

Regardless, the camaraderie and companionship of the 833rd coworkers proved calming as everyone awaited word on the status of the building’s structural safety and the condition of neighboring bridges and streets.

Cellular telephones were not working, and the condition of many bridges in the immediate vicinity was a concern to those considering departing to check on their families and homes.

Our Building Manager, Mark Tiernan, announced the building would be closed for the day, and that he would contact agencies in the evening when more information was available.

Later, we found the 833rd’s office space had suffered some cracked walls, shattered ceiling tiles, and displaced lighting fixtures and water sprinkler heads.

“It just went on and on and on. That 30-second quake seemed much longer than 30 seconds. It seemed like an eternity.”

—Jackie Rial, Budget Assistant
833rd Transportation Battalion

However, the building was later declared structurally safe, and employees were notified to report for work the following day.

There was good news on the home front, too. A survey of employees indicated that, other than dislodged pictures and broken knick-knacks, no major damage was discovered in their homes. 📍

Cargo moves on time despite quake

By Bill Cook
Public Affairs Specialist
Deployment Support Command

The biggest earthquake to hit Seattle in more than 50 years was a sight to behold at the Port of Tacoma—but it did not interfere with cargo movement.

Three days later, a cargo movement of Puget Thunder equipment went out of the Port of Tacoma—right on schedule.

Several members of the Deployment Support Command’s Readiness & Mobilization Division saw the Feb. 28 earthquake impact first hand.

“The gantry cranes swayed violently, the telephone poles whipped back and forth, and the ground shook and rolled like foot-high waves on the open sea,” said Maj. Darryl Daugherty, a training officer in the division.

Daugherty and Sgt. 1st Class Ralph Anderson were participating with the Seattle-based 1395th Transportation Brigade in the Puget Thunder Exercise, at the Pierce County Terminal at the Port of Tacoma. About 50 members of the 1395th were attending an operational briefing when the earthquake struck.

“As soon as we felt the floor start to

shake, Maj. Daugherty yelled, ‘Earthquake!’ ” said Anderson.

The MTMC personnel quickly evacuated the building.

“It was a significant emotional event,” said Daugherty. “We were blessed that no one here was hurt.

“It was absolutely amazing. The soldiers acted calmly and immediately assembled in formation about a hundred yards from the warehouse.”

Phone lines were down. Several 1395th soldiers who lived within the earthquake damage area were allowed to go home to check for injury or damage.

Later, when Daugherty and Anderson got back to their hotel room in nearby Renton, they were surprised to find the structure open for business.

“Our hotel rooms had been inspected and we were told it was safe to enter them, but there was a lot of cosmetic damage,” said Daugherty.

“Both our rooms had cracked walls, the TVs had fallen off the racks, and glassware and coffee pots were smashed on the floor. It was a real mess.” 📍

Caring move manager makes **ALL** the difference



Pamela Pusey, Account Manager, says CENDANT program office technology impresses service members.

Shelton asked Thomas for a change in her schedule. The work assignment coincided with the exact time as her scheduled move!

With only hours to spare, Thomas called Tracey Humphrey, her personal move consultant. The move was quickly rescheduled to

When Sgt. 1st Class Claudia Thomas started planning her move from her Pentagon duty station, one of the first places she stopped was the CENDANT Mobility move manager's office.

In a short time, the personal aide to Gen. Henry H. Shelton, Chairman, Joint Chief of Staff, had all the information she needed—and a single point of contact for her move to her new duty station at Fort McPherson, Ga.

"I was treated very well," said Thomas, who is in the process of finishing a three-year Pentagon tour.

Thomas remembered other moves.

"They were messed up," said Thomas, of many of the roughly 10 moves she has had in 17 years of military service.

"You would stay at home from 8 a.m. to 5 p.m., and the movers would show up at 3 p.m. and stay all night."

The CENDANT personal touch helped Thomas out.

At the last minute,

the following day.

"None of the changes are that challenging when service members provide us with them," said Humphrey. "When procrastination occurs, we have a problem.

"With communication, we can make changes."

Personal move consultants like Tracey Humphrey make a big difference in the Full Service Moving Project. A service member deals with the same point of contact until the entire move is complete, and claims—if any—are settled.

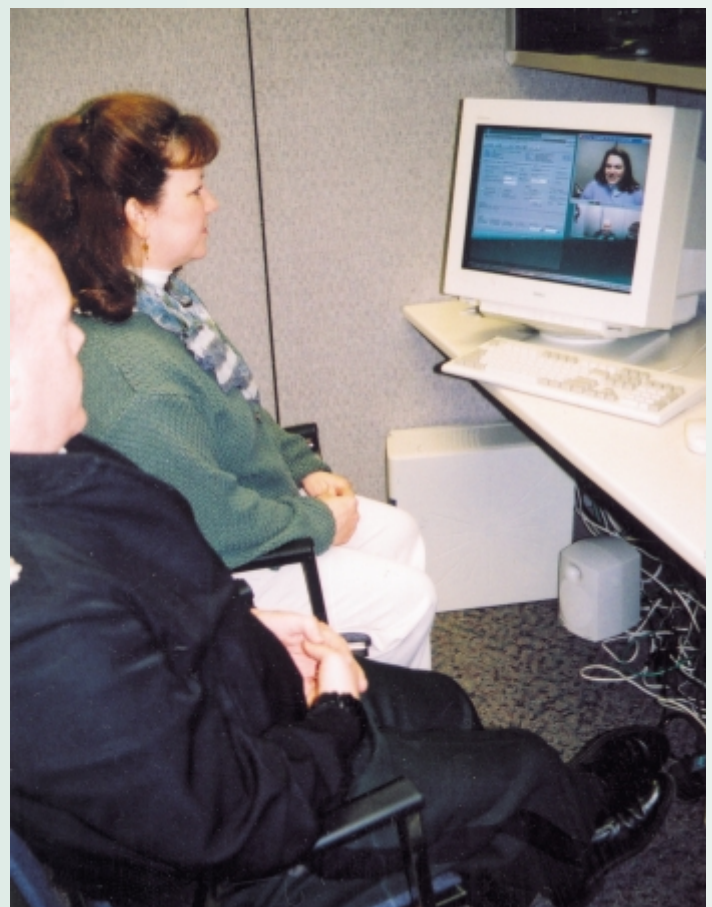
Virtual World

Among those called at the CENDANT office in the Pentagon on March 23 was Lt. Col. Joseph Shanney, an investigator with the Army Inspector General Corps, located in Crystal City, Va.

Shanney, scheduled to rotate to Fort Lewis, Wash., in May, came by with his wife Pat, to make the initial moving coordination.

"This looks like a pretty good deal," said Shanney.

He and his wife sat down at CENDANT's computer, and in moments were connected with personal move consultant Linda



Lt. Col. Joseph Shanney and his wife, Pat, use virtual automation equipment to plan their move with Linda Crooks, a CENDANT personal move consultant at the firm's corporate office in Danbury, Conn.

*Former Marine Cpl. Gary Nuckols plans his move with
Ralph Marshall, personal move consultant.*

Crooks at corporate headquarters in Danbury, Conn.

It all happens pretty smoothly—not much noise above the sound of computer keyboard strokes.

“People come in and are amazed at how friendly and professional it all is,” said Pam Pusey, Account Manager. “They’re amazed at the computer technology.”

What do customers like most about the move manager concept?

“They’re amazed at full-value replacement,” said Pusey. “And they like dealing with one person.”

Many of the customer representatives are family members or former service members who have moved themselves, said Pusey.

Going Home

Former Marine Cpl. Gary Nuckols is headed back home to Brazil, Ind., after a four-year tour in the U.S. Marine Corps, most of it stationed in Washington, D.C.

“I’ve been very well treated,” said Nuckols, of his experience in the CENDANT office.

Like one in four members participating in the Full Service Moving Project, Nuckols has decided to move his own property.

The Full Service Moving Project will provide Nuckols with a predetermined payment for the distance and entitlement of




the move—and then it is up to him.

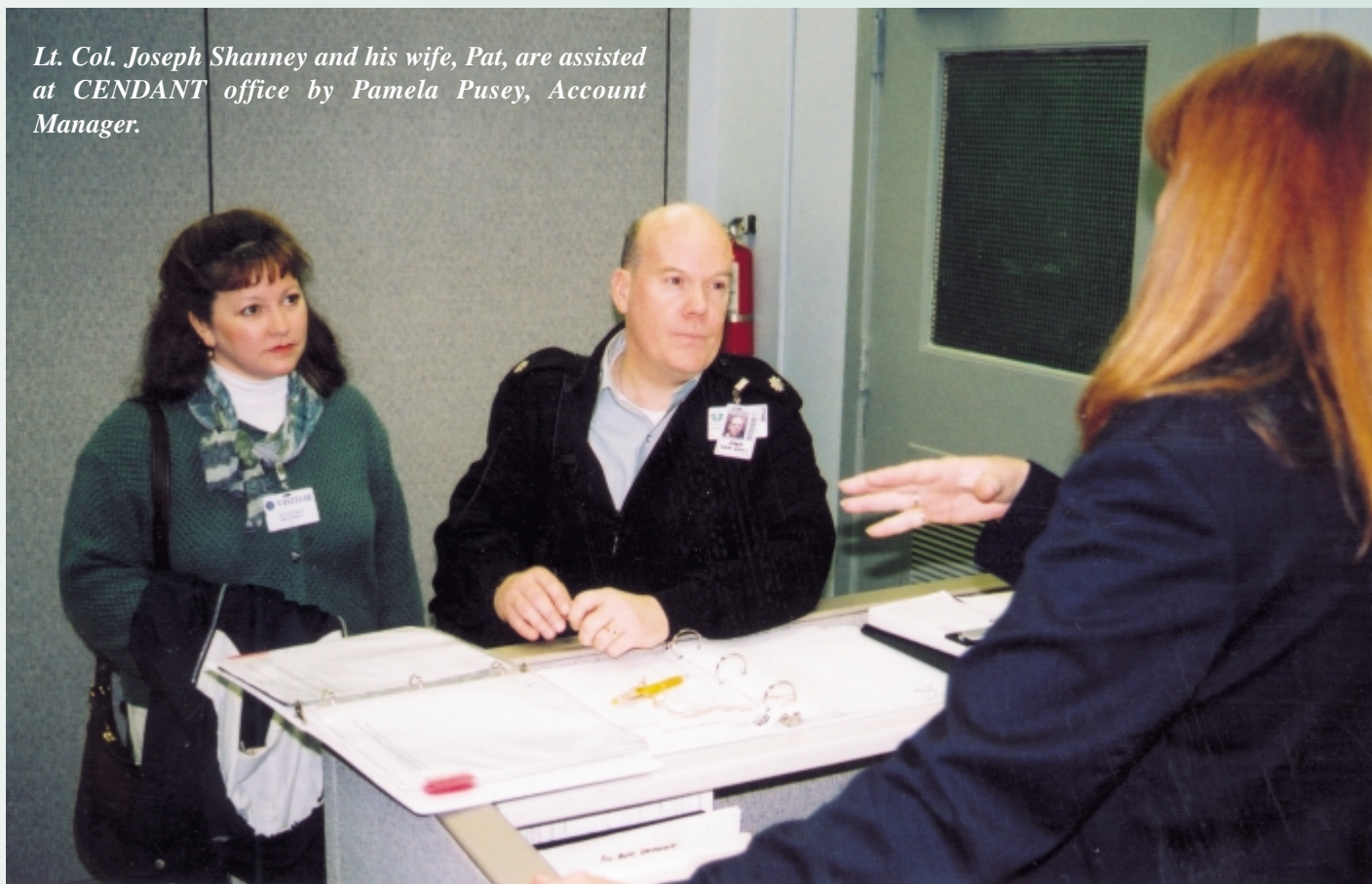
Will he make money on the move?

“I have no idea,” said Nuckols. “It just made more sense for the goods to go with me as I travel.”

As Nuckols leaves his old duty station, the U.S. Marine Barracks, at 8th & I streets in downtown Washington, D.C., he said he will drive a rental moving truck and tow one of his personally owned vehicles. His wife will drive a second vehicle.

In addition to the Pentagon office, CENDANT operates other relocation offices at such locations as Fort Belvoir, Va.; Naval District Washington – Anacostia Annex; and Andrews Air Force Base, Md. 

*Lt. Col. Joseph Shanney and his wife, Pat, are assisted
at CENDANT office by Pamela Pusey, Account
Manager.*



Move manager *eases* hardships of relocation

"We try to find a way to help," said Terry Abrams, Interstate Team Leader at the Fort Meade, Md., Interstate Relocation office.

"Before the Full Service Moving Project, the answer to many move-related questions was 'We don't do that.' Our goal is to be more customer-oriented and friendly, and to find a mechanism to do what the customer needs us to do."

As a former active-duty Transportation Corps officer, Abrams knows the difference.

"Sometimes the customer just needs us to listen and facilitate the process. We really try to help the junior enlisted who are moving for the first time."

As part of the Full Service Moving Project, Interstate is operating several moving relocation centers including Quantico Marine Corps Base, Quantico, Va.; U.S. Naval Academy, Annapolis, Md.; and Sugar Grove Naval Security Group Activity, Sugar Grove, W.Va.

Interstate offers some unique benefits, said Eugene Isaacs, Vice President.

"We have counselors available at our

Sgt. David Laws plans move with Interstate Relocation. Laws is moving from Fort Meade to Mildenhall, England. Assisting Laws is Donald Mahan, Personal Move Consultant, of Interstate.

Springfield headquarters office beyond normal duty hours—weekday evenings and Saturday mornings—to meet the needs of those in the D.C. area," said Isaacs.

"Service members can receive counseling at any location in the National Capital Region, not just where they're based."

"We also provide cost-of-living comparisons between the old and new duty stations. These reports also include information about schools, neighborhoods, and demographics."

"The program encompasses everything you need to do for your move," explained Donald Mahan, Personal Move Consultant, Interstate Relocation. "It all starts with your household goods shipment."

"It's been very pleasant and smooth going so far," said Angie Houle.

Houle was planning a move with her husband, Navy Capt. Normand Houle, and




daughter, Michelle, from Fort Meade to Portsmouth, N.H., with Interstate's assistance.

"Compared to the usual warehouse or old gym where we used to receive counseling, the Interstate office has been a pleasant change."

"We're just getting started," said her husband, "but we've had an excellent experience with Interstate before."

"The move managers had to meet a lot of challenges to get the project started," said Isaacs. "The first one was staffing the offices—we added 60 people in 45 days. The cooperation among the seven move managers has also been a pleasant surprise; one example is our development of common Full Service Moving Project forms."

"We've never dealt with a more 'together' group of government contract managers," said Isaacs. "The project management office staff had a common vision in getting this project off the ground." 

Capt. Normand Houle, U.S. Navy, and his wife, Angie, and daughter, Michelle, plans move with Interstate Relocation, at Fort Meade, Md. Assisting the family is Terry Abrams, team leader, of Interstate.



Full Service Moving Project: Creative approaches to moves bring service member benefits

New ideas are being applied to a traditional transportation process.

The result is benefiting a small sample of Department of Defense service members who are moving through the Full Service Moving Project.

Only a few months old, the program is transforming the process of moving military service members' personal property, said Cullen Hutchinson, Project Manager.

"People are coming in out of the blue and saying they've never had a move like this in their lives," said Hutchinson.

In the first 10 weeks of the pilot program, which started in January, more than 6,000 personal property shipments have been processed.

While it handles just a fraction of the 613,000 moves of the Military Traffic Management Command every year, the program's creative approach appears to benefit service members at every turn.

"Service members tell us they've never experienced so many people who cared about them," said Hutchinson.

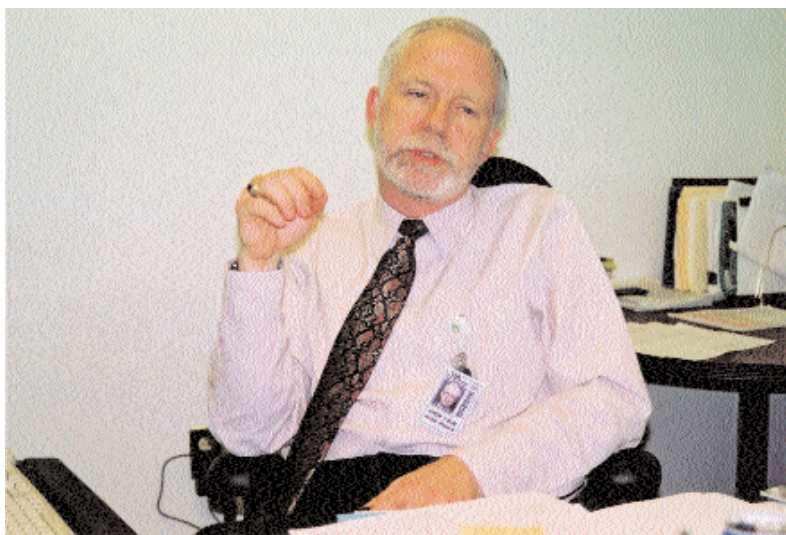
The Full Service Moving Project is a test involving service members who are moving out of three distinct geographic areas: the National Capital Region and the U.S. Naval Academy; Minot, N.D.; and Georgia, with the exception of Warner Robins Air Force Base.

It is an effort sponsored by the Office of the Assistant Deputy Undersecretary

of Defense for Transportation Policy.

The Full Service Moving Project incorporates some of the best features of three previous pilot programs: the U.S. Army's Deputy Chief of Staff for Logistics' Hunter Army Air Field Pilot, the U.S. Navy's Sailor Assisted Move, and MTMC's Reengineering Pilot.

"This is a higher-quality move for the



Cullen Hutchinson says new program benefits service members because it directly rewards movers who do high-grade work.

service member," said Hutchinson. "We've streamlined the process.

"We have outsourced the management of the personal property moves."

Normally, personal property moves are managed by installation Personal Property Shipping Offices, usually associated with an installation transportation office.

The attributes of the Full Service Moving Project include:

- A single point of contact to the service member for all aspects of the move.
- Full replacement cost for damaged or lost property.

- A toll-free phone number to contact the move manager.

- A binding cost estimate for any personal property exceeding entitlement. ("The service member knows this up front so he can make a decision to pay for the extra weight or have a yard sale—or give it away.")

- Two-hour pickup and delivery windows. (If a mover is late, a service member may file an "inconvenience claim" for a day's temporary duty expenses.)

- Varied relocation services to assist transition.

The big difference between the existing MTMC moving program and this effort is the movers and move management companies.

While the existing system allows all movers who meet basic standards and specific route pricing, the Full Service Moving Project awarded contracts to seven move managers to provide

complete point-to-point management for all household goods shipments. Transportation agreements were also awarded to 189 carriers to perform the actual move.

Under guidance provided by the move manager, business is distributed to carriers based on their performance and cost.

To measure that performance, the program worked with the Gallup Organization to develop a customer satisfaction survey, which is completed within two weeks of each move.

See Full Service, pg. 50

Expanded POV contract supports service members

The establishment of three more vehicle processing centers is enhancing the quality of service member moves managed by the Military Traffic Management Command.

In recent months, centers have opened in Anchorage and Fairbanks, Alaska; and in Sigonella, Italy.

The centers expand the scope of the Global Privately Owned Vehicle Contract by benefiting more service members.

Benefits of the contract include such customer enhancements as these: conveniently located centers; direct-damage settlements of up to \$1,000; and in-transit visibility through the Web site www.wherismypov.com.

The original contract was awarded September 1998 to American Auto Logistics, Inc., of Monroe, N.Y.

Since then, the contract's original 32 centers have been expanded to 39, adding thousands of annual vehicle movements to the contract.

The Global Privately Owned Vehicle Contract placed the movement of approximately 75,000 vehicles a year in the hands of a single contractor. Prior to the contract, each of MTMC's privately owned vehicle shipments was



William Vajdic, Customer Relations Representative, helps Lesli Quint, of Anchorage, to process her cousin's car to Yuma, Ariz.

handled by as many as six individual contractors.

The new Alaska centers opened Feb. 1 and greatly expand quality of life initiatives for all military service members shipping vehicles

to or from Alaska. The centers replace two facilities operated under precontract standards by other subcontractors.

"The centers will improve customer service," said Greg

Wellstead, a spokesman for American Auto Logistics, the general contractor.

"They will help us provide customer value."

The Alaska centers are expected to process 4,000 vehicles annually, while Sigonella will handle 1,000, he said.

The new centers streamline the time and effort required for service members to process vehicles.

The new centers were developed by Mary Jane Pasha, of The Pasha Group, in Corte Madera, Calif.

Pasha is serving as the Project Manager for AP Logistics, Anchorage, the subcontractor for the two new Alaska centers.

"This is one-stop shopping," said Pasha. "Rather than go back and forth for paperwork, all the necessary processing is done in one place."

The centers include a voluntary appointment system, which provides "added value," said Pasha.

Center staff members review orders, registration and documentation before the arrival of service members. This ensures that all documentation is correct and necessary paperwork is preprinted.

"Basically, all you have to do is add the odometer reading," said Pasha. "It cuts



Ryan Sparks, Customer Relations Representative, assists Pfc. Josh Chapman in picking up his vehicle at the Anchorage Vehicle Processing Center.

the processing time from 15 minutes to five minutes.”

Among those processing vehicles through the center March 8 was Pfc. Josh Chapman, of Headquarters & Headquarters Co., 1st Battalion, 501st Parachute Infantry Regiment, Fort Richardson.

A year into his assign-

ment, Chapman, 19, asked his family to ship his car to Alaska. The vehicle was turned in to the St. Louis vehicle processing center Feb. 8, and Chapman was promised the car March 8.

The vehicle was waiting for him. It arrived at the Anchorage Vehicle Processing Center on Feb.

26—10 days early.

“It’s been smooth,” said Chapman, an anti-tank specialist.

“I thought it would take longer than it did.”

Before he departed, Chapman placed checkmarks next to a string of “Excellent” ratings on a MTMC feedback form used

to evaluate the contractor.

Friend and fellow soldier Spc. Jose Guzman, who volunteered to drive Chapman to the center to retrieve his car, provided the final word.

“It’s much closer,” said Guzman, who months ago had

moved his own vehicle to Alaska.

“You had to go down to the port to get your car,” Guzman said. “You got lost. The first time there, I wandered all over the place.”

Chapman’s experience brings a friendly nod from Katie Frey, General Manager, of the Anchorage center.

“The first comment we hear customers make is that it’s more convenient, comfortable and personalized,” said Frey.

Shortly before the Anchorage center opened, Frey trained with the staff at the two existing California centers, in Richmond and Carson.

“Customer service is our focus,” said Frey. “We provide a quality experience.”



Vehicle moves from inspection area of Anchorage Vehicle Processing Center. The tent seen here is scheduled to be replaced by a building.



Desert Storm anniversary

MTMC plays key role in Southwest Asia transportation

By Capt. Jeffrey McVey
Commander, Kuwait Detachment
831st Transportation Battalion

The 10th anniversary of Operation Desert Storm has special meaning to those of us in the 831st Transportation Battalion.

The battalion at Bahrain and the three port detachments are a direct reflection of the Iraqi invasion of Kuwait a decade ago and the need for an American presence in the region.

We are continuously importing and exporting all classes of military supplies to the Air Force, Marines and Army units stationed in Kuwait.

Our work includes the semi-annual rotation of aviation task force equipment to the delivery of repair parts, major end items or food for the soldiers. We are constantly working to assure this area of operations has what it needs to survive, fight and win.

Our work centers on the support of Camp Doha, Kuwait—a key American installation located just north of Kuwait City.

MTMC's move of cargoes in Operation Desert Shield and Desert Storm was vital to the success of the coalition.

After the conflict in late 1991, a temporary MTMC terminal was located in Ad Dammam, Saudi Arabia. Under strict time constraints and minimum staffing, the unit took on the difficult mission of returning unit equipment and containers. By June 1992, the terminal was inactivated.

The Kuwaiti desert is a hot spot in climate—and in political wills.

With repeated threats to Kuwait from Iraq, a continuing rotation of American troops and equipment followed the Gulf War.

Battalion task force-sized elements rotated into Kuwait to man the prepositioned equipment and conduct exercises with



Capt. Jeffrey McVey serves as Commander, Kuwait Detachment, 831st Transportation Battalion.


Kuwaiti Land Forces.

With the enormous movement of troop formations, it was obvious a MTMC permanent presence would be a necessity.

Beginning in 1995, this mission was focused in a new command: the 831st

Transportation Battalion, in Manama, Bahrain. The unit has three detachments: in Kuwait, Saudi Arabia and Qatar.

The Kuwait Detachment has been there to assist Camp Doha. From the onset of troop support operations at Camp Doha, facilities, services and personnel rapidly grew from a small two-warehouse complex to its present 500 acres.

The original facilities were operated by the Public Warehousing Company and the Kuwaiti Port Authority. These installations were subsequently leased by the Ministry of Defense, and provided to Third Army to support base operations for post-Desert Storm redeployment operations. 

Poster series highlights heroic work

The work of Oliver Gasaway is casting a bright spotlight on the Military Traffic Management Command.

Gasaway has just completed a poster series that highlights the water ports and headquarters of the Military Traffic Management Command.

In all, 19 posters have been developed that represent a blend of the MTMC ports and their geographically unique areas.

"I really played a small role in the effort," said Gasaway, 26, a computer graphics specialist.

"Most of the ports cooperated greatly and provided excellent photos and suggestions about the customs of the area."

The posters are now being printed.

When finished, complete poster sets will be sent to all MTMC's ports, headquarters and key supporters.

"This project has given me great understanding of our ports and how vast our mission is," said Gasaway, who has worked at MTMC Headquarters since 1998.

The project was suggested by Maj. Gen. Kenneth L. Privratsky,

Commander.

"This is a big, big deal," said Privratsky. "As I get around to the ports, I find enormous enthusiasm for the posters."

In all, Gasaway completed 14 of the posters in the series of 19.

Five initial posters were completed by graphics artist George Voryas; they include MTMC ports in Yokohama, Japan; Okinawa, Japan; Pusan, Korea; Bahrain, Southwest Asia; and Piraeus, Greece.

The first complete poster series will be put up in MTMC Headquarters. Other poster sets will be placed on each of the five

floors in the Hoffman II Building, said Mary Townes, decoration coordinator.

The poster series is unique and almost unprecedented, said Mike Bellafaire, MTMC Command Historian.

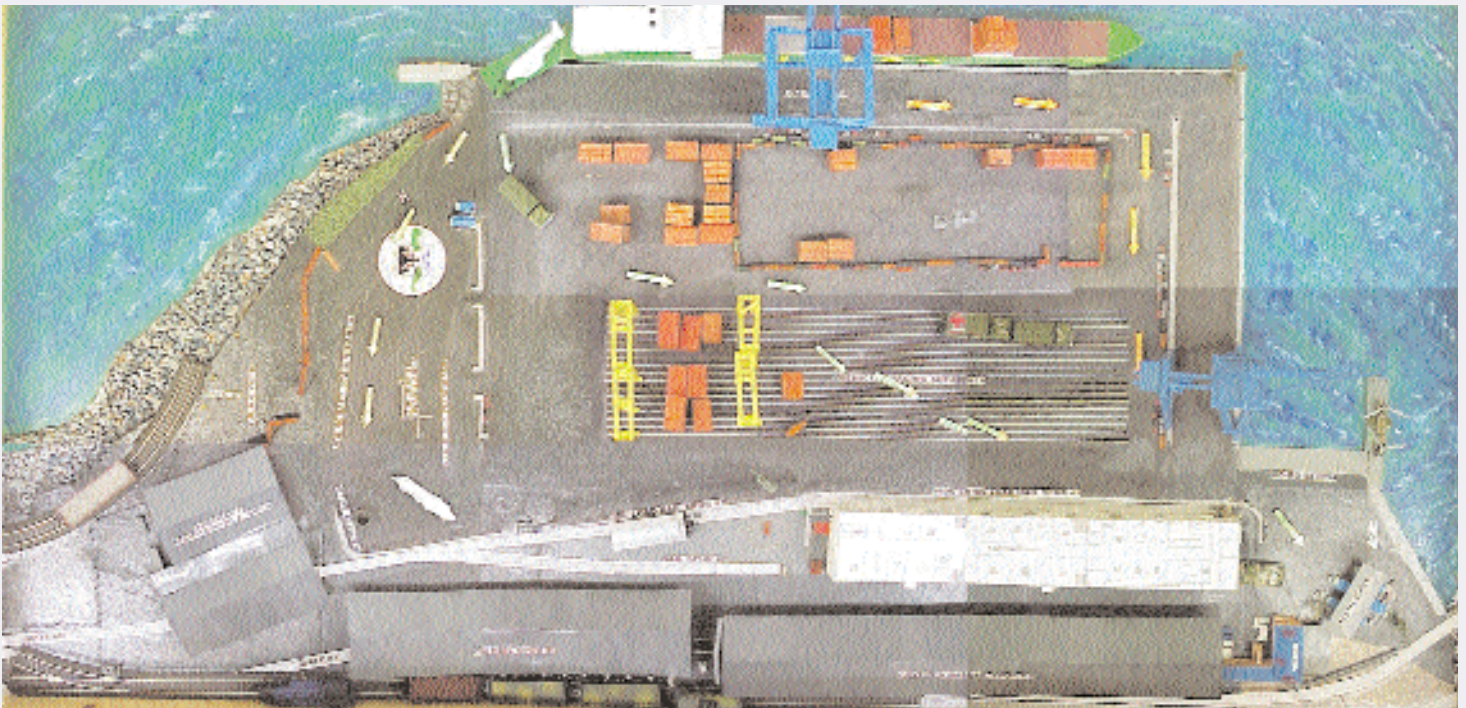
"Life in the military is fast and there is typically no time for some artistic touches," said Bellafaire,

"Proud military formations have come and gone with almost no recognition, but these posters will be on display all over the world long after most of us are gone—proud banners for the next generation of MTMCers."



Oliver Gasaway proudly stands beside examples of the MTMC poster series.

A MODEL port—really



Members of the 839th Transportation Battalion use this working model when in Rijeka, Croatia. It assists transporters in planning cargo loading and discharge operations.

"This is a good way to brief someone without being there," said Robert Tilson, Computer Specialist with the 839th Transportation Battalion. Tilson is a veteran of more than two dozen missions to Rijeka.

Rijeka has served as a prime port for the movement of military cargoes to American peacekeepers in Bosnia since 1998.

TEA family member wins **top** honors at Special Olympics

As the Special Olympics speed skaters entered the final lap of the 500-meter competition, Pat Burnett started in disbelief.

Her daughter, Christina, 22, was in the lead.

Seconds later, Christina came in first across the finish line at 1:42.94: A gold medal winner!

"I could not believe it," said Burnett, a logistics specialist at MTMC's Transportation Engineering Agency, Newport News, Va.

"Christina was beaming; I was shaking."

The first-place finish was the climax to an amazing adventure Burnett, her husband, Mitch, and their daughter had taken to Alaska. Christina was one of six members of Team Virginia competing in the Special Olympics World Winter Games, Anchorage.

"I was happy and shocked at the same time," said Burnett. "I had mixed emotions when I found out Christina had been selected to go to World Games."

The trip to Alaska was a great odyssey for the Burnetts—the first time any of them had been to Alaska. They marveled at the picturesque snow-covered mountains and the snug port city of Anchorage.

"Christina enjoyed the fact that it snowed many of the days we were there," said Burnett.

The 500-meter race was not the only success Christina

achieved.

She placed second in the 777-meter competition and fifth in the 333-meter competition.

The Burnetts were among 3,000 Special Olympics athletes, coaches and family members from 80 countries who attended from March 4 to 11.

"I never wanted to leave there," said Christina. "I liked meeting all the people from different countries. I really had fun."

A highlight for Burnett came one day when Eunice Shriver, the founder of the Special Olympics, visited the speed-skating rink.

"I had a chance to talk to her and thanked her for founding the organization and developing the concept of the Special Olympics."

Shriver is the fifth of nine children of Joseph P. and Rose Fitzgerald Kennedy. She took over the Joseph P. Kennedy, Jr., Foundation in 1957, named in honor of the family's eldest son, Joseph, who was killed in World War II. Special Olympics, created in 1967, is an outgrowth of that organization.

The opening and closing ceremonies of the Special Olympics were quite spectacular, said Burnett.

In the opening ceremony, guest stars included Arnold Schwarzenegger.

"For me, it was a moment in time," said Burnett. "All the kids were just ecstatic

Christina Burnett won a gold medal at this year's Winter Special Olympics.



Christina Burnett and her mother, Pat, enjoy a break from the whirlwind of activities at this year's Special Olympics World Winter Games in Anchorage.

about seeing Arnold Schwarzenegger.

Transportation Engineering Agency employees supported the Burnetts with both departure and return receptions.

"I am really most thankful to all my co-workers for including Christina in the Transportation Engineering Agency Family," said Burnett.

Laive Poska, National Director, Special Olympics Estonia, said the competition "makes everyone involved a better person."

Burnett agrees with that.

"The kids' enthusiasm really rubs off on you—you know the kids are doing the best they can and giving 110 percent," said Burnett. "As long as they do their best, that's the important thing."

Is there another competition in the offing?

Christina is ready to go. The next summer Special Olympics competition is in Ireland in 2003. The next winter competition will be in Japan in 2004. 🌐



There is an intangible spirit and benefit of being a volunteer.

I was reminded of this feeling the other day when interviewing Laive Poska, National Director of Special Olympics Estonia. Several of her athletes had just finished a 3-kilometer cross-country skiing event. At the end of the race Urmas Simus and Airt Lohu had collapsed in momentary exhaustion in the snow beyond the finish line.

Volunteers rushed over with blankets.

With the agility of their youthful bodies, the two were soon up and drinking fluids in a warm-up tent.

They had given the 2001 Special Olympics Winter World Games - Anchorage contest everything they had.

Fellow athletes, coaches, parents and volunteers had cheered them on. Snow was falling. Gray clouds hung low over the low hills of Kincaid Park, on the southwestern edge of Anchorage.

Poska took it all in.

"The Special Olympics program tries to help people," said Poska. "It helps everyone involved to be a better person."

Volunteering renews soul and spirit

By John Randt
Director,
Command Affairs

I did not think so much emotion, effort and humanity could be summed up in so few words—but that pretty much said it all.

Taking personal leave and working as a volunteer at the Special Olympics was a watershed event for me. The entire experience certainly showed that the human body and spirit craves more compensation from



The spirit of the Special Olympics is seen in the formal start of the Iditarod Trail Sled Dog Race, March 3. Athlete Henry Coffee, of the Yukon River village of Marshall, Alaska, rode with Musher Aaron Burmeister.

work than just pay and benefits.

One takes so much out of life—it is a compensating factor to put the business world's frantic e-mail, cell phones and pagers away for a moment and give back.

The opportunity for me came from Maj. Gen. Kenneth L. Privratsky, Commander, Military Traffic Management Command.

A permanent resident of Anchorage, Privratsky was proud of the opportunity to display the wonderful Alaskan city to the world.

"You might consider being a volunteer," Privratsky challenged me. "You've got some skills they might be able to use."

Life for me is on the fast track. We send out MTMC stories, photographs and press releases to the World; media calls come back. Each requires instant judgments. I often compare it to the lumberjacks poised on rolling logs. They are the center of attention, but in a split second they can be thrown ignominiously into cold water ...

I accepted the challenge—one of the best decisions I have made.

Skier Urmas Simus collapses in the snow moments after finishing 3-kilometer race.

The next day, an e-mail arrived from Kathy Day, media center coordinator for the Special Olympics. “We would love to have you,” said the message.

So, I worked as a volunteer in Anchorage from March 3-8. I remember those days now as a giant pageantry of people, emotion and human spirit ... a kind of great, rolling Mississippi River that caught up everything in its path.

Not an event or a day went by when you were not caught up in the events and action. Everywhere, the Special Olympians played with their prowess and their hearts.

At every venue site, I found stories about the best facets of the human spirit at work. Your eyes feel moist as the pageant unfolds:

- At the snowshoe event, I meet Dr. Ashraf Marei, head of the Egyptian delegation. A wheelchair user since a tragic school-age accident, Marei is as close to the competition as he can get. His wheelchair has been pushed out on to the snow toward the track as far as his companions can manage. Two of his athletes win their division 1st and 2nd. “I’m proud of all my players,” says Marei. For the Egyptian Special Olympians, it was the first time they saw snow. They had trained for the event in their snowshoes on giant sand dunes adjacent to the Pyramids.

- Watching the floor hockey competition, it is hard not to notice Michael Allen. The Special Olympian captain of the Trinidad & Tobago team, he is a one-man player—and cheerleader. Allen plays to abandon. He is finally helped off the court and lies collapsed on the floor surrounded by his coaches. Soon, he is up and cheering his team on. “Michael is one of the most motivated players on the team,” says Sean Dewsberry, a team coach. The opposing team from Russia wins, 2 to 0. The team from Trinidad & Tobago goes on. There are other games to play.



Laive Poska, Director of Special Olympics Estonia, says the competition benefits everyone.

- At figure skating, the team from Kazakhstan attracts media attention. The team traveled in three different airplanes to get to the competition—in all, spending an incredible 23 hours in the air. All four members of Maria Varava’s figure skat-



Members of the El Salvador floor hockey team proved themselves true team players.

ing team and three members of the alpine skiing team are orphans from a school where she is a physical fitness instructor. This is Varava’s first trip outside Kazakhstan.

“We love these children so much, we sometimes think we’re neglecting our own children,” she said.

I filed my stories at the Anchorage Hilton Hotel where we had our media center. One day I took a phone call from a local television station, and a reporter asked me if I knew of any particularly good stories.


“You just have to come out there,” I told him. “The stories are



Dr. Ashraf Marei (left), Iman Aboul Fotouh Eltarabut El-Egtimaiey and Hanan Mohamed Tathkief Fikry enjoy thrill of victory on snow.

everywhere.”

If there was a postscript for me, it took place March 9 as I prepared to go back home. The delegation from El Salvador had asked me to come over on that last day, when their entire floor hockey team would be together, to get a photograph. I took the photograph, and then watched the competition for a moment. In some hectic play between El Salvador and Germany, a German player knocked over a Salvadoran player. As the latter got up, the German player reached out his hand and shook hands in friendship, care and compassion, even as the play continued around them. I have never seen that in competitive sports.

Special Olympics, and volunteering, really do make you a better person. 

Seagoing MTMC employee receives top Army Reserve instructor award

There are not many Military Traffic Management Command employees who can expertly handle a landing craft mechanized, but Roberta Hermann is one of them.

The MTMC Headquarters command operations center action officer handles the vessel as part of her Army Reserve duties.

The expertise in that work has led to her selection by the National Defense Transportation Association as one of the top Army Reserve instructors for 2000.

"We have presented awards to service members for almost 20 years now," said Norbert Grabowski, an association spokesman.

"This is a way of recognizing our best teachers."

Hermann proudly received the National Defense Transportation Association Reserve Instructor Award on March 7 from her commander, Lt. Col. Lucas Polakowsky.

The commendation took Hermann, a sergeant first class, by surprise.

"I was honored," said Hermann. "It's nice to know people recognize it when you're trying to do your best to make a successful training program for the students."

Hermann was nominated by her battalion commander to receive the prestigious honor. Every year, reserve battalion commanders are asked to nominate their best instructors based upon their performance throughout the academic year.

In addition to Hermann, the Army and Marines nominated four candidates, the Air Force selected three, and

followed by the Navy who selected a single candidate.

Hermann maintained excellent records for her students based on strict U.S. Army Training & Doctrine Command guidelines. This work led to nomination

By Leesha A. Galery
Legislative Liaison Specialist
MTMC Command Affairs

training program.


As a Reservist, Hermann teaches the Watercraft Operator Course to students. The class features basic navigation, which includes: international code signaling, beach markers, fire fighting, navigational math, predicting tides, tidal currents, magnetic compass, compass error, marlinespike seamanship, piloting, navigation rules and watercraft operations.

Hermann is qualified to teach in student knowledge bases from specialist through sergeants first class. Her classes at Fort Eustis include 10-hour school days and 48-hour water exercise training missions on board the specialized military watercraft.

"Graduates from the course go on to serve as a vessel master," said Hermann.

Hermann began her military career in 1987 as an Army Reserve medical supply specialist. Two years later she became an active duty soldier and began serving as a watercraft operator.

In July of 1998, Roberta returned to civilian life and to the Army Reserves as instructor with the 7th Transportation Battalion, 4th Brigade, 80th Division, at Fort Eustis, Va.

The certificate awarded to Hermann includes the signatures of retired Lt. Gen. Edward Honor, association president, Maj. Gen. William Mortensen, Chief of Transportation, and Joseph Mattingly, Jr., chairman, of the association's Career Education Committee. 



Roberta Hermann discusses vessel handling with Capt. James Nelson.

and also helped the school earn its accreditation.

Hermann is task oriented and takes her work seriously. She has worked in MTMC's Command Operations Center for over a year. Hermann currently works with the command post exercise team and is in charge of the Reserve Individual Mobilization Augmentee

Evaluation group

Continued from pg. 25

MTMC ports.

“Every deployment support team mission is unique,” said Oliveras. “The training is critical.”

The board had additional comments on the standard 26-member deployment support team composition.

In practice, a team varies greatly in size and composition—a reflection of such factors as mission, cargo and geography.

In a joint single port manager and port operations mission, a team could be developed on a 16-member composition: Commander, 1; NCOIC, 1; marine cargo specialists, 6; transportation operations specialist, 1; transportation specialists 4; freight rate specialist, 2; and Worldwide Port System operator, 1.

In a single port manager mission, a team could be composed of six members: Commander, 1; information management, 1; Worldwide Port System operator, 1; marine cargo specialists, 2; and contract specialist, 1.

“We’re not telling the commander what to do,” said Oliveras. “These are merely possible templates a commander may consider for a mission.”

Enormous challenges remain, said Oliveras.

Continuing challenges remaining for commanders include the cross-training of team members, the use of austere ports, poor communications and equipment failures, and the use of civilians in hostile environments. 📍

3PL

Continued from pg. 9

military transportation offices and depots in those three states. The offices handle an estimated 50,000 shipments annually.

In the commercial sector, the use of third-party logistics providers is on the increase, said Galluzzo.

“With emphasis on customer service at the lowest overall cost, it was determined to test the use of a third-party logistics provider for the movement of domestic freight shipments,” said Galluzzo.

The 28 offices include: Army, 7; Navy, 8; Air Force, 4; Marine Corps, 1; Defense Logistics Agency, 7; and MTMC, 1. 📍



Wide assortment of military freight including vehicles will be carried by third-party logistics pilot.

Industry support

Continued from pg. 24

Michael, “what service members deal with every day—not every three years.”

A second panelist, Navy Capt. Elliott Bloxom, said a measured increase in funding by the military services and senior military leader support are essential to positive changes.

“It is crucial we get the buy-in of senior services’ leadership,” said Bloxom, Principal Director, Military Personnel Policy, on the staff of the Under Secretary of Defense (Personnel and Readiness), Office of the Secretary of Defense.

Changes in personnel policies that provide more relocation time could allow more door-to-door moves without storage costs, he said.

“Relocations are very challenging for our most junior people,” said Bloxom.

Military personnel policies, he said, should be changed in conjunction with MTMC initiatives.

“Sometimes it’s easier to deploy the force than sustain



Pat Mitchell (left), John Davis and Rod Head conduct military move from an Arlington, Va., apartment.

quality-of-life issues,” said Bill Lucas, MTMC Deputy to the Commander, who served as panel moderator.

“But they are equally important.” 📍

Food distribution

Continued from pg. 8



Some of the 52 embargoed Maersk Sealand containers in Rotterdam, The Netherlands. Photo by Martin Weteling



Privately owned vehicle moves through disinfectant station at Bremerhaven Germany on March 28. Photo by Sgt. Steven Matthews

Logistics, Inc., of Monroe, N.Y., has voluntarily been washing vehicles with disinfectant, at the Brandon, United Kingdom, Vehicle Processing Center, in reaction to the disease.

“We want to ensure the vehicles do not spread the disease, and at the same time we want to meet shipping required delivery dates,” said Sandy Santianna, Customer Service & Logistics Manager.

Disinfectant cleaning was later expanded by American Auto Logistics to privately owned vehicles shipping out of Bremerhaven, Germany.

As a further precaution, U.S. Army Europe severely restricted training in order to comply with an emergency order from the German Federal Ministry of Defense. The order prohibits field training outside of built-up installations, with few exceptions. 📍

Challenges

Continued from pg. 32

Unlike past moves, this shipment was not handled by commercial contract.

“We are using our expertise to deploy Alaska-based units on a military-chartered vessel,” said Derrick.

The 956th coordinated the vessel loading and contracted locally for stevedores. Soldiers from nearby Fort Richardson provided port support.

MTMC port action was augmented by four members of the Seattle-based 833rd Transportation Battalion. They included: Jerry Manahane and Jerry Gooch; Sue Pearson, Transportation Systems Analyst, and John Seaton, Traffic Manager.

The Port Hudson, chartered by the Military Sealift Command, sailed from the Port of Tacoma, Wash., after picking up an initial shipment of military equipment from nearby Fort Lewis, Wash.

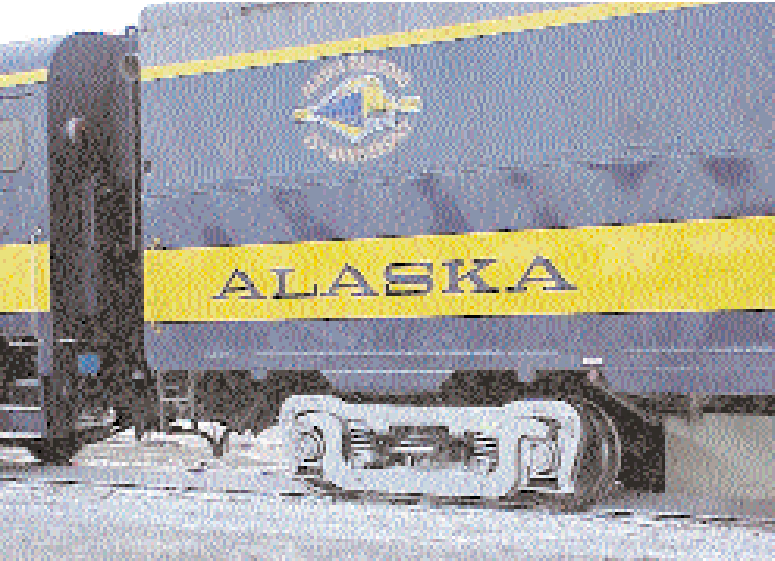
“Loading more than 100 pieces of military equipment provides for valuable partnership building, team work, and training—that’s our real prize here,” said Derrick. 📍



Jerry Gooch, marine cargo specialist, stands in front of the Cape Hudson's ramp at low tide. The ramp had to be raised to accommodate the tide range. Photo by John Manahane

PowerTrack

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The Alaska Railroad Corporation is one of MTMC's new PowerTrack-qualified freight carriers.

"We compete with trucks for the (Alaska) pipeline."

An important part of the success of the PowerTrack transition was training, said Hicks.

The training was provided by a Global Freight Management training team augmented with a USBank employee to instruct PowerTrack. Future training will probably be provided by Web instruction and CDs.

The next extension of PowerTrack? "Hawaii," said Hicks.

Future fine-tuning of the automated payment system that has virtually eliminated the slow, paper payments of the Government Bills of Lading will continue, said Hicks.

Currently, emphasis is being placed on extending PowerTrack use to break-bulk cargoes destined overseas from the continental United States.

The expansion of PowerTrack is a manifestation of Management Reform Memorandum #15, a Department of Defense initiative to expand the use of commercial transportation software systems and to eliminate government and military-unique systems. ⓐ

Full Service

Continued from pg. 39

The program is based on incentives, said Hutchinson.

When a complete set of performance data is collected, said Hutchinson, it will be applied by the move managers. Based on customer surveys, the best-performing moving companies will receive the greater part of the business. Average performing companies will receive a more modest number of moves. The lowest performing companies will receive no moves, and will be used only in times of a surge requirement.

"The competition for both price and service will drive the program," said Hutchinson.

An unexpected benefit of the program is the range of creativity used by the seven move managers, said Hutchinson.

"They all have their own particular spin on some features of the program. The service members are the ones who benefit."

As an example, he said, one move manager may offer a toll-free phone number for service members to maintain

contact. A second move manager may offer a phone card that is good for free calls to the company until the process is complete.

The program includes a do-it-yourself option. As many as one in four service members have chosen to personally take charge of their own move.

"This is popular for many," said Hutchinson. "They may move themselves, or do their own contracting."

Within two years, U.S. Transportation Command has been tasked to review the results of all the pilots and select a concept from one or more of them to be applied to all the Military Traffic Management Command's service member moves. The pilot outcomes will be important, as will price—the Full Service Moving Project costs considerably more than MTMC's conventional military moves.

When that happens, Hutchinson will be as interested in the results as anyone. He recently accepted the position of MTMC's Assistant Deputy Chief of Staff for Passenger & Personal Property.

In his new position, Hutchinson may get to implement some parts, or all, of the Full Service Moving Project into

MTMC's personal property process.

The successful Move Managers are as follows:

National Capitol Region: Cendant Mobility for the Pentagon, Henderson Hall, Anacostia Naval Station, Bolling Air Force Base, Fort Belvoir and Andrews Air Force Base; Interstate Relocation Service for Fort Meade, Naval Academy, Walter Reed Army Medical Center, Coast Guard Headquarters, Coast Guard Engineering Logistics Center, Quantico Marine Corps Base, Dahlgren Naval Surface Warfare Center and Sugar Grove Naval Security Group Activity.

Georgia: Cendant Mobility for Fort McPherson and Naval Supply Corps School; Associates Relocation Management Company for Fort Gordon; Allied Van Lines for Fort Stewart and Hunter Army Air Field; The Pasha Group for Marine Corps Logistics Base and Moody Air Force Base; and Parsifal Corporation for Fort Benning.

Minot Air Force Base, N.D.: Suddath Van Lines.

Additional information is available at the Full Service Moving Project Web site: www.dodfsm.com. ⓐ

Big dividends

Continued from pg. 15



Staff Sgt. Jacqueline Hite-Edwards, of the 839th Transportation Battalion, Livorno, scans a helicopter in the port of Rijeka, Croatia.

“These exercises allow us rotate from across the group and our battalions, as well as provide training for people from outside,” said Col. John Bordwell, Commander, 599th Transportation Group, Wheeler Army Air Field, Hawaii.

“We’re all learning and accomplishing the mission at the same time.”

One of the frequently overlooked benefits that result from team deployments is leader training. While the opportunity to lead a Deployment Support Team composed of members from your own unit to a new area is always a challenge, it is an even greater challenge to merge members from multiple locations and produce a new team.

Our leaders are better as a result.

The Deployment Support Team concept will continue to evolve to meet changing requirements. As we streamline the command, the role of the teams becomes even more critical.

Maj. Alex Monteith, Commander, 954th Transportation Company, said it best:

“Having personnel who can and must deploy when needed will be a key to MTMC’s future success.” 📍

Starting over

Continued from pg. 21

out paperwork.”

The biggest impact for the Wheeler family was the lack of proper information getting to the affected member.

“I think this could have been handled better,” said Wheeler. “There was nothing available to me at the time that indicated higher authority in my service had been advised and had a chance to respond to our crisis beyond the routine claims process we use when an item or two gets damaged in a move.”

“Those that have filed those claims know it can be a long process to resolve. We were paralyzed with the thought that this claim could take months to resolve.”

Navy Assistance

Having spent two months pursuing his insurance carrier claims, Wheeler is now filing a claim through the Navy.

After reading about the shipping mishap in “Translog,” Wheeler sent an e-mail to the MTMC Command Affairs Office—where it was quickly forwarded to MTMC’s top officials.

Navy Headquarters in Virginia contacted Wheeler.

“They promise to ensure that my claim is settled quickly,” said Wheeler. “I am impressed with the Navy’s response. We have been assigned specific individuals who will personally see our claim through the process.”

“They are concerned, available and accessible when we have questions about our claim items. I believe that kind of customer support keeps people in the Navy. I feel that they will handle my remaining claim better and faster than USAA did.”

“We’re looking forward to not living paycheck to paycheck in the future.”

The Navy understands and wants to help affected service members’ deal with damage or loss claims as quickly and as fairly as possible, said Petty Officer Steve Neal, Claims office, Office of the Judge Advocate General, Washington Navy Yard.

“Service members must use their own insurance before making a loss claim,” said Neal.

“The claims process normally takes about two to three weeks, from the time the member submits his paperwork to cutting the check.”

When household goods sustain damage or loss, said Neal, the carrier or the Navy notifies the affected members. Depending upon the situation, full details of the loss may not be provided.

“Acts of God are rare, but they do happen,” said Neal.

The future

The Military Traffic Management Command is well aware of deficiencies in the current personal property moving program, said Col. Nonie Cabana, Deputy Chief of Staff for Passenger & Personal Property.

“Several pilots are under way to improve the existing program,” said Cabana. “Until the pilots can be fully evaluated, we want to improve our existing moving program with Task Force Fix—made up of some of our best people and also key members of the moving industry.”

The pilot programs seek to streamline the claims process and provide full-replacement value for lost or damaged property.

These programs include the Navy’s Sailor Arranged Move initiative, the Department of Defense’s Full Service Moving Project, and the MTMC Reengineering Pilot. Currently, the programs are available at selected test sites only.

The models offer full-replacement value versus depreciated value insurance, and increases the maximum liability claim from \$40,000 to more than \$70,000. The services are expected to be able to fund improvement initiatives by fiscal year 2003.

U.S. Transportation Command is planning to evaluate each program choosing the most successful one and supporting its overall implementation by fiscal year 2004. 📍

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